



## **active.Console User's Guide**

**Version 4**

**Revision A**

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## Revision History

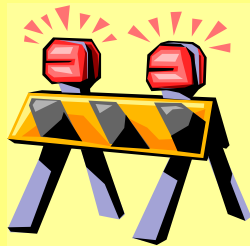
Revision	Date*	Description
A	November 3, 2005	Minor changes

\* Reflects the date document was changed, which may not coincide with software release date.

## Before you begin...

You **must have** the latest Windows and Internet Explorer Service Packs installed on your system before continuing. Recent Service Packs are located in the Microsoft folder on the *DigiVoice* CD. We also recommend that you monitor the Microsoft web site for updates that are appropriate for your system.

Depending on your operating system, the images shown in this document may be slightly different from what you see.




**WARNING:** Recording laws vary by location. Some states legally require that all parties be notified when a conversation is being recorded, while other states require only one-party notification.

Be sure you **understand** and **follow** all applicable recording laws in your state and/or county.

Depending on the laws in your locale and/or your hardware, you may need a recorded announcement, handset beep inserter, etc.

Please telephone a Davacord, Inc. service representative if you have questions.

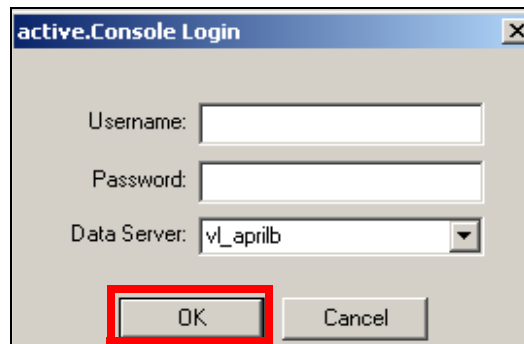
## Log In

To log in to **active.Console**, double-click the **active.Console**  icon on your desktop or select Start->Programs->Davacord->**active.Console**.

When the Login box appears, enter the Username and Password your **DigiVoice** Administrator provided to you. Both are case sensitive so be sure your CAPS LOCK key is in the off position.

The data server that appears in the last box is likely the one set up during the software installation. You can store up to five (5) data server locations, and the last one accessed will always appear when logging in. Use the drop-down box to change locations, or enter a new location if needed.

Press OK.

The image shows a Windows-style dialog box titled "active.Console Login". It has a blue title bar with a close button (X) on the right. The main area is light gray and contains three input fields: "Username:" with a text box, "Password:" with a text box, and "Data Server:" with a dropdown menu showing "vl\_aprilb". At the bottom, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

**Figure 1: Log In**



**NOTE:** Usually you will not need to change the data server location unless your organization uses more than one **DigiVoiceXE** system.



If your login fails, make sure you entered the correct Username and Password and a valid data server location. If your login still fails, contact your system administrator.

*Alternate Login Method:* If an **active.Agent** icon is in your system tray, right click and select **active.Console** from the popup menu.

**Warning:** This method bypasses the procedure described above. In other words, anyone with access to your desktop when the **active.Agent** icon is in your system tray can automatically log in to **active.Console** without entering your username and password.



**NOTE:** If your system administrator designated you to receive alerts and an alert is triggered (**and** you have Alerts enabled in the [Admin->Options](#) section), you will receive the alert when you log in to **active.Console**. You will hear an audible alert and/or see a flashing alert icon. (See [Alerts Toolbar](#))

A user may enable an [Automatic Log Out](#) feature that logs off a user after a certain length of time (from 1-30 minutes). This is by *PC user* - **not DigiVoice user**, so it only applies if you use an individual login procedure for each user, such as a Windows login.

There are five components of the **active.Console** screen.

[User Information](#) - shows your user name and current view

[Menu Bar](#) - contains [File](#), [View](#), [Tools](#), [Admin](#), [Help](#)

[Primary Toolbar](#) - row of icons that control the same functions as the Menu Bar

[Display Toolbar](#) -

[Console Panel](#) - shows channels/users you have permission to monitor

[Status Bar](#) - displays the current system status

The **active.Console** application launches in an appropriate size for the accessible channels (by user). To resize it, use the maximize button or use your mouse to drag the edges of the window. Scroll bars in a small window allow you to pan up and down or side to side. When logged in, the first [Primary Toolbar](#) padlock icon is dimmed to indicate you are logged in.



**Figure 2: Console at Login**



**NOTE:** Some information displayed in **active.Console** depends on settings you or your System Administrator choose in **active.Web**.

## User Information

User information in the upper left corner of your screen shows the name of the data server you are connected to, the user name under which you are logged into *active.Console* and the [View](#) with which you currently see the [Console Panel](#). The view at login will always be the last one used prior to logging out. In the example shown, the admin user is logged into the [eng-data] server viewing channels on all servers. When logged out, the user information shows *active.Console->Logged Out*.



Figure 3: User Information

## Menu Bar

The Menu Bar ([File](#), [View](#), [Tools](#), [Admin](#), [Help](#)) and the [Primary Toolbar](#) icons perform many of the same functions. Depending on privileges assigned by your *DigiVoice* system administrator, some of the choices may not be available.



Figure 4: Menu Bar

## File

### Log Out

When logged in, selecting File allows you to Log Out, Change Passwords, or Exit.

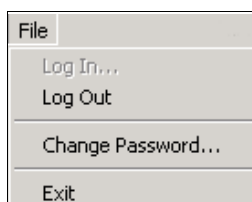



Figure 5: File

You can also log out by clicking the second [Primary Toolbar](#) icon, a closed padlock.



When logged out, the *active.Console* window remains open but will not allow access to any feature of the system except visual monitoring of channel activity and the User's Manual.

When logged out, the first icon in the [Primary Toolbar](#) (Log In)  becomes available, but the second icon (Log Out) is dimmed. The [User Information](#) in the upper left corner shows that the user is logged out and the most recent view.



**Figure 6: User Logged Out**

When logged out with the console window open, log in again by selecting File->Log In from the Menu Bar **OR** click on the first icon in the [Primary Toolbar](#), an open padlock. With either method, you are prompted to enter your Username and Password.

### ***Change Password***

Select File->Change Password to change your password. Enter your old password, a new password, then re-enter the new one. Click OK. A new password must be different from the old one.



**Figure 7: Change Password**

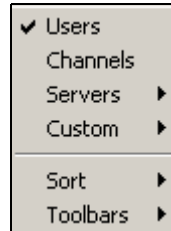
Your system may be set to use strong passwords. Strong passwords are at least six (6) characters long, and must contain at least one upper case letter, one lower case letter, and one special character.

### ***Exit***

Select File->Exit from the Menu Bar to log out completely and close the *active.Console* window, or click the X in the upper right corner of the application window to exit.

## View

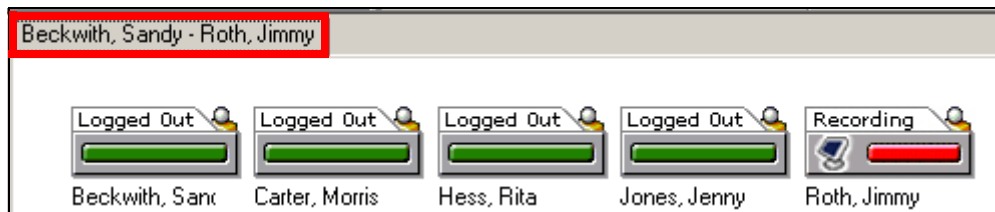
The [Console Panel](#) can be changed according to your needs. On the Menu Bar, select View to specify [View Users](#), [View Channels](#), [View by Servers](#) or to set or edit your [Custom View](#). A checkmark indicates the current view. (*Edit View* is only available to users with at least one of the following privileges: System Configuration, Console Icons, active.Monitor.)



**Figure 8: Menu Bar - View**

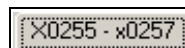
([Sort](#) and [Toolbars](#) are covered later in this section.)

Regardless of which view you use, a tab in the upper left corner of the [Console Panel](#) indicates what users and/or channels are shown on the panel. For example, if viewing users the tab might show *Beckwith, Sandy, - Roth, Jimmy* (indicating the first user shown is Sandy Beckwith and the last user shown is Jimmy Roth).



**Figure 9: User Panel Tabs**

In [View Channels](#), a tab might show *x0255 - x0257*, meaning the channel labeled x0255 (extension 255) is the first channel shown and the channel labeled x0257 (extension 257) is the last channel shown.



**Figure 10: Channel Panel Tabs**

A panel is capable of displaying up to 64 channels. After that, a second tab appears representing the next panel of channels. Click on a subsequent tab to access that panel of users (and/or channels).

## View Users

User View displays all users you are authorized to view and shows an icon representing each one. The icon color and accompanying text denote each user's current status. (See [Icon Key](#)) Users appear based on a your sort order and display choices (described below).



Figure 11: User View Icons

In User View, right-click on a user icon to launch *active.Monitor*, open [System Configuration](#), or turn the channel on or off. (A user on a T1 trunk system **OR** a user without privileges for this channel won't see System Configuration using the right-click method.)



**HINT:** To learn more about *active.Monitor*, launch the application, select Help and choose the User's Manual. Alternately, select Start->Programs->Davacord from your desktop and launch the *active.Monitor* User's Manual.



While viewing users, click the Sort icon (AZ) on the [Display Toolbar](#) to open a drop-down menu and specify how to display users. The sort drop-down list determines the sort order, whereas the other drop-down box specifies how the users will appear in your chosen sort order. In the example below, the users are **sorted** alphabetically by last name. They are **displayed** on the console panel by last name, first name.

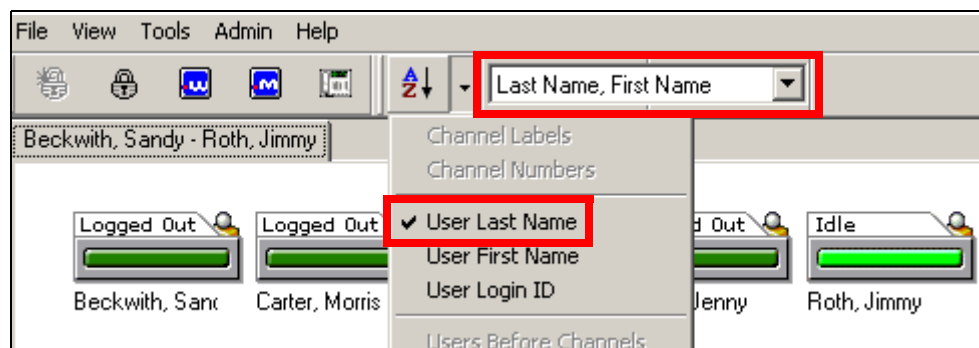


Figure 12: User View Sort Options

Note that in user view, options for channel view are dimmed and unavailable.

## View Channels

Channel View displays all channels you are authorized to view with an icon representing each channel. The icon color and accompanying text denote each channel's current recording status. (See [Icon Key](#))

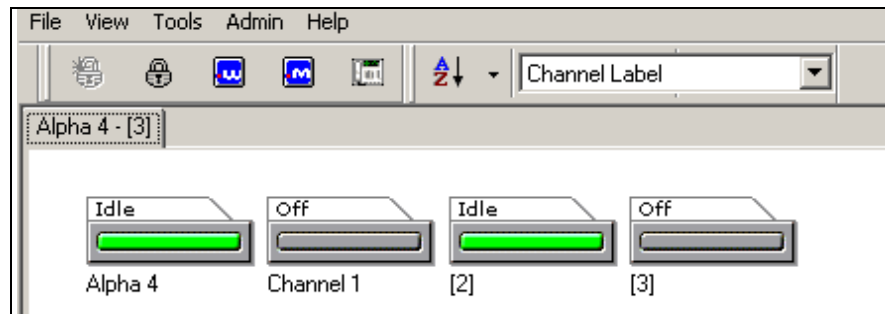


Figure 13: Channel View

In Channel View, double-click on a channel icon to open [System Configuration](#) **OR** right-click on a channel icon to launch *active.Monitor*, open System Configuration or turn the channel on or off.

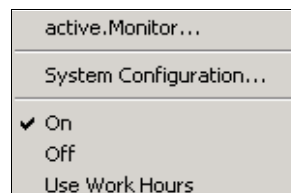



Figure 14: Channel View Right-Click Menu

 While viewing channels, the Sort icon in the [Options](#) toolbar opens a drop-down menu for specifying how to display channels. This determines the sort order, whereas the other drop-down box specifies how channels appear in your chosen sort order. For example, you can sort by channel number but have the channel label display on the console panel.

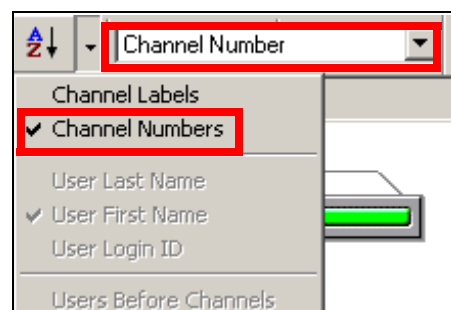


Figure 15: User View Sort Options

Note that in channel view, options for user view are dimmed and unavailable.

## View by Servers

When you select to view according to the channels on a particular server, select the server you wish to view from the sub-menu. This option is typically limited to admin users only.

## Custom View

Select View->Custom to designate a custom view with which to view the [Console Panel](#) or to edit a custom view. (*Custom View* is only available to users with at least one of the following privileges: System Configuration, Console Icons, active.Monitor.)

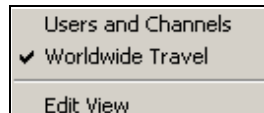


Figure 16: Select Custom View

To configure a new custom view, select View->Custom->Edit View from the [Menu Bar](#). Select Create New View from the Custom View drop-down box.

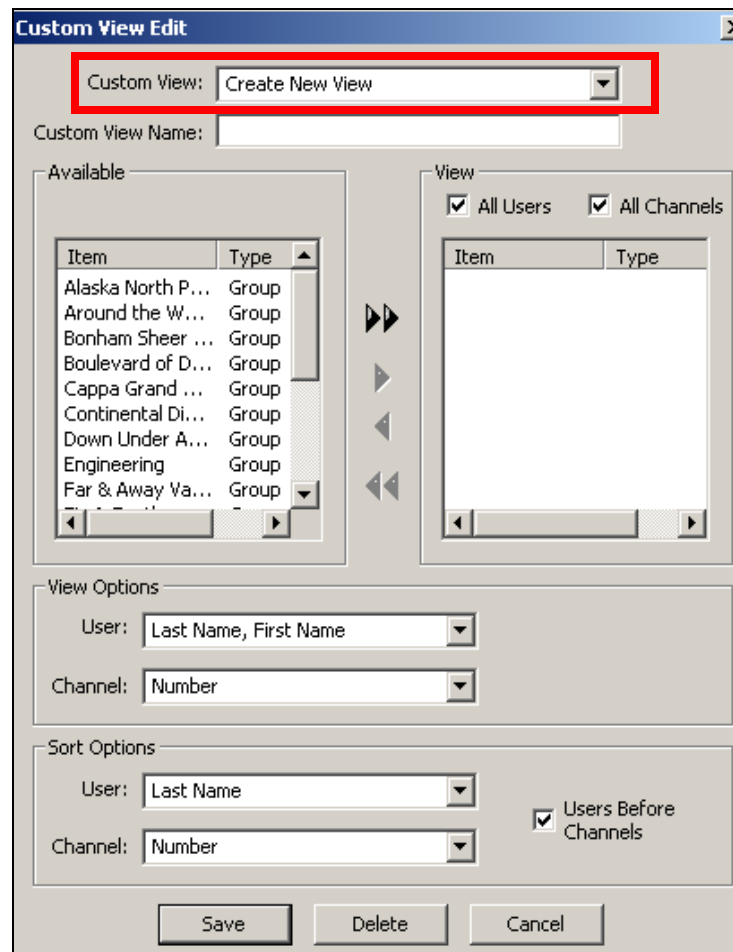


Figure 17: Edit Custom View(s)



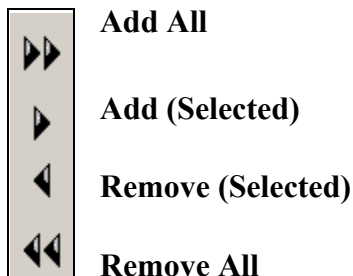
In the Custom View Name field, enter the desired name for this view.



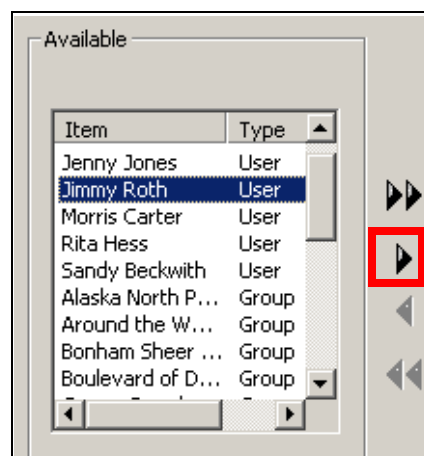
A dialog box titled 'Custom View Name'. It contains two fields: 'Custom View:' with a dropdown menu showing 'Create New View', and 'Custom View Name:' with a text input field containing 'Human Resources'.

**Figure 18: Custom View Name**

A list on the left shows items (users/channels/groups) that can be included in this custom view. A list on the right shows existing items in this view. The icons in the center move items from one list to the other as follows:



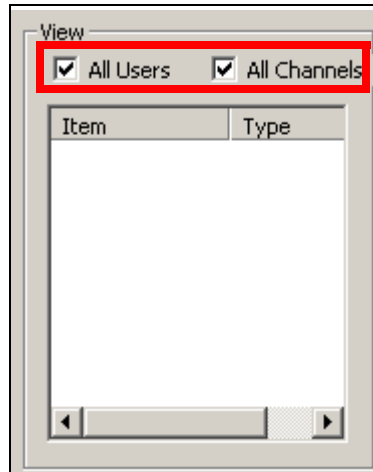
To add an item (user/channel/group) to the view, select it from the list on the left and double-click **OR** select the item and click the Add Selected icon. To add multiple items, select the first one you want to add, then hold down the CTRL key and select another. If you want to select multiple items listed together, select the first one by clicking on it. Now hold down the SHIFT key and select the last in the series. Only items (users/channels/groups) you are authorized to view will be displayed. To unselect an item from the list to be added, hold down the CTRL key and click on the one you want removed.



**Figure 19: Add Items**

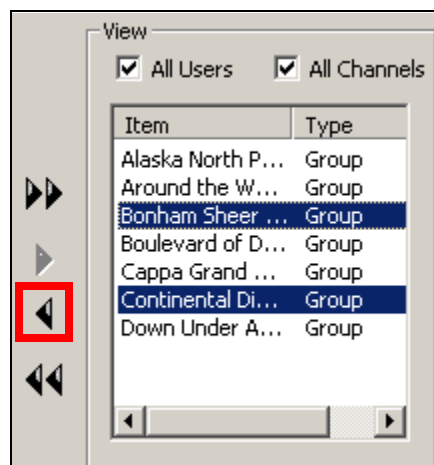
To add all items to the view, click the Add All icon.

To quickly add or remove all users and/or all channels (that you have access to) for this custom view, place a checkmark in one or both boxes in the upper right corner of the View section. Note that when you add all users and/or all channels, they are not shown individually on the list.



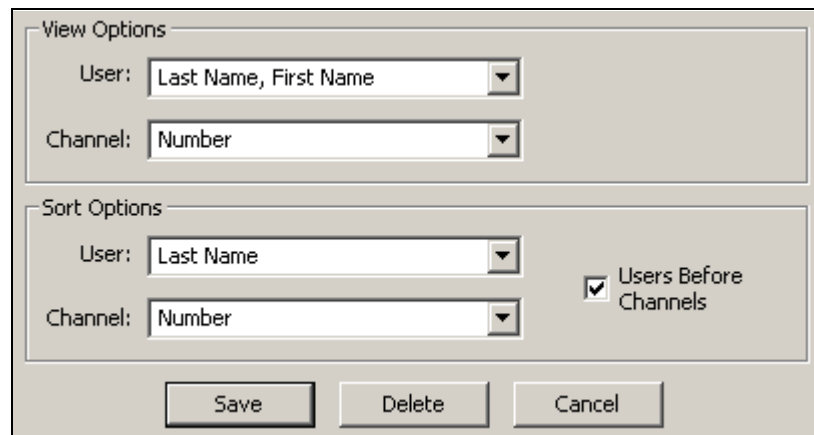
**Figure 20: All Users/Channels**

To remove an item (user/channel/group) from this custom view, select it from the list on the right and double-click **OR** select the item and click the Remove Selected icon. To remove multiple items, use your CTRL and SHIFT keys as described above.



**Figure 21: Remove Users/Channels**

Use the bottom section of the custom view section to indicate your preferred View and Sort options for this custom view. With all selections made, click Save.



View Options

User: Last Name, First Name

Channel: Number

Sort Options

User: Last Name

Channel: Number

☒ Users Before Channels

Save Delete Cancel

**Figure 22: View Options**



**HINT:** Custom views are “per user” and portable. In other words, your custom views are available to you on any system where you are logged in.

Your currently selected view appears in *active.Monitor*, too. For example, if you are viewing users in *active. Console*, you will also see those users when you launch *active.Monitor* and begin to scan or search channels for activity.

Finally, there is no limit to the number of custom views each user can configure.

To edit a custom view, select View->Custom->Edit View from the [Menu Bar](#). Select the view from the drop-down box at the top. The existing items (users/channels/groups) for this group are shown on the right, and the items available to add to the view appear on the left. (*Edit View* is only available to users with at least one of the following privileges: System Configuration, Console Icons, active.Monitor.)

Repeat the steps listed above for adding items to and/or removing items from this custom view. When all selections are made, click Save. When asked whether to overwrite the existing properties for this custom view, select OK to continue.

When using a combined view of all users and channels you are authorized to view, the [Console Panel](#) displays an icon representing each user and/or channel. The icon color and text denote the current status for each user/channel. (See [Icon Key](#))



**Figure 23: Combined View Icons**

In combined view:

- Double-click on a *channel* icon to launch [System Configuration](#).
- Right-click on a *user or channel* icon to launch **active.Monitor**.
- Right-click on a *user or channel* icon to open [System Configuration](#).
- Right-click on a *channel* icon to turn the channel On or Off or set the channel to record using work hours (user defined field in [Flex Recording](#)).

System Configuration opens by default to the channel your cursor was on when you performed the double-click or right-click **OR** it will default to the channel bound to the user your cursor was on when you performed the double-click or right-click. You can change other channel properties from the System Configuration menu when it opens.

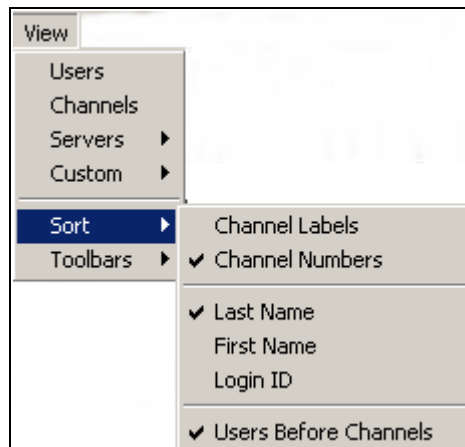


**NOTE:** If a user is set up as a free agent that you have access to, right-clicking on the user icon will display the System Configuration menu **if** that user is bound to a channel that you also have access to.

However, if the free agent user you have access to is logged in on a channel that you do not have access to, the System Configuration menu will not display using the right-click method.

## Sort

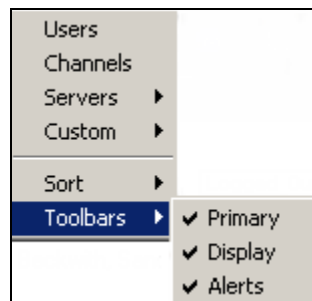
The Sort feature changes the way user/channel information displays on the Console Panel. Note that in user view, channel sorting information is dimmed and unavailable. In channel view, user sorting information is dimmed and unavailable. In a combined view, both sorting methods are available. Sorting can also be accessed from the [Display Toolbar](#) when available.



**Figure 24: Sort Options**

## Toolbars

Select View->Toolbars from the [Menu Bar](#) to set your preference for showing/hiding the [Primary Toolbar](#), the [Display Toolbar](#) and/or the [Alerts Toolbar](#). A checkmark indicates the toolbars that will appear.



**Figure 25: View Toolbars**



**Note** The option to view or hide the alerts toolbar is dimmed and unavailable unless there is an active alert.

## Tools

### active.Monitor

### active.Web

If your system administrator grants you access to the *active.Monitor* and/or *active.Web* application(s), select Tools-> and launch the application.

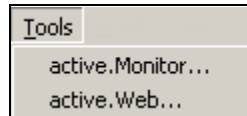


Figure 26: Tools

Both *active.Monitor* and *active.Web* can also be launched using the [Primary Toolbar](#) icons.

Another way to launch *active.Monitor* is to hold your cursor over a user or channel, right click, and select *active.Monitor*. The application opens and begins live monitoring that user/channel. Select Mute to stop the monitoring process but leave the *active.Monitor* window open or click the X in the upper right corner to close the *active.Monitor* window.

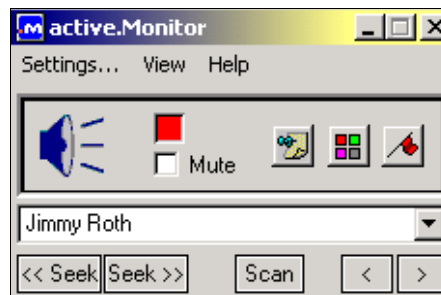


Figure 27: Launch active.Monitor

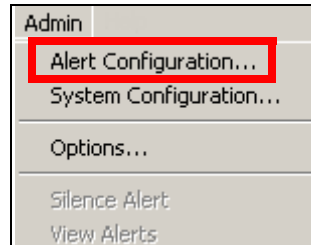


**HINT:** Users with a blue icon (multiple logins) can't be monitored, but each *channel* where they are logged in can be monitored separately.

Learn more about *active.Monitor* or *active.Web* by launching the application, selecting Help, then choosing the User's Manual. Alternately, select Start->Programs->Davacord from your desktop and open the appropriate User's Manual.

## Admin

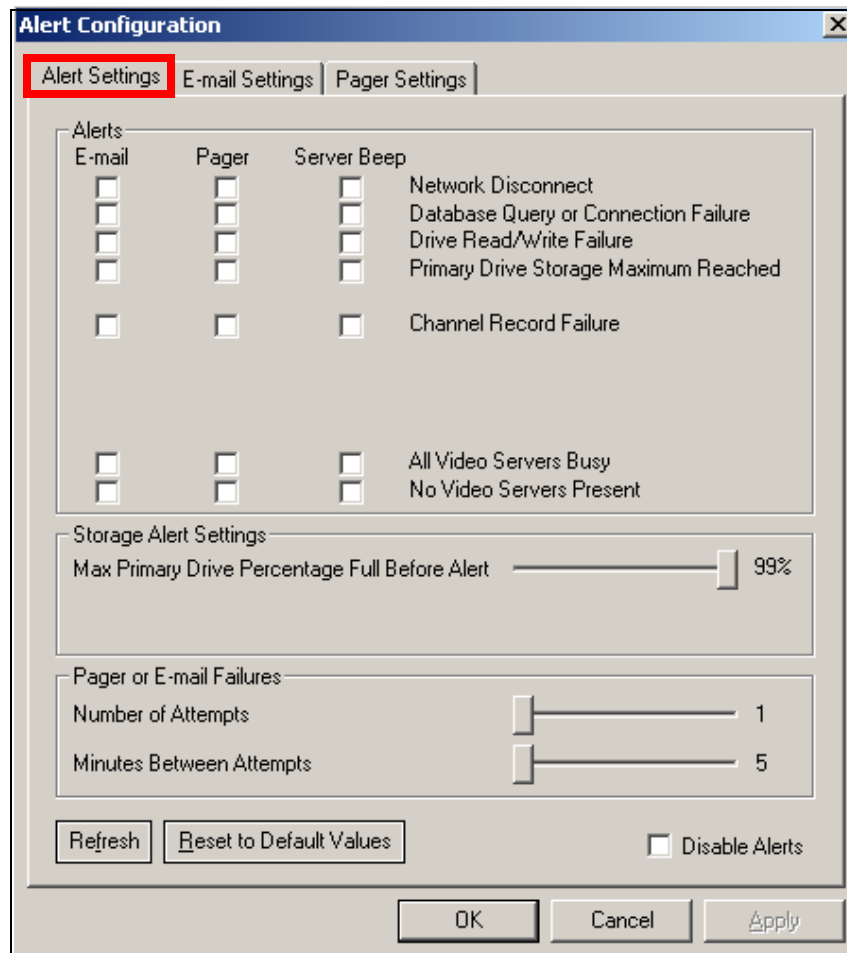
Users with access to the this tab (granted by a **DigiVoice** system administrator) can modify the [Alert Configuration](#), [System Configuration](#), automatic logout and network alert [Options](#). Admin also contains a [Silence Alert](#) and [View Alerts](#) option. (Silence Alert and View Alerts remain unavailable unless there is an active alert.)



**Figure 28: Admin**

## Alert Configuration

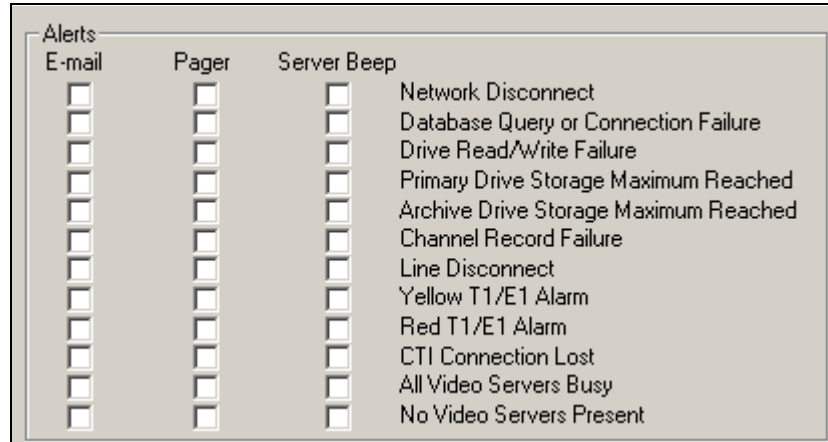
Alert Settings enable authorized users to determine what events trigger an alert, the type of alert sent, and who receives it.



**Figure 29: Alert Configuration**


## Alert Settings

In the Alerts section, use a checkmark in the box to indicate the type of alert sent (E-mail, Pager, and/or Server Beep) for each event that will trigger an alert. *Events that do not pertain to your system are not shown.* Your screen will be different from the one here.



Alerts			
E-mail	Pager	Server Beep	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Network Disconnect
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Database Query or Connection Failure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drive Read/Write Failure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary Drive Storage Maximum Reached
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Archive Drive Storage Maximum Reached
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Channel Record Failure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Line Disconnect
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yellow T1/E1 Alarm
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Red T1/E1 Alarm
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CTI Connection Lost
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Video Servers Busy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Video Servers Present

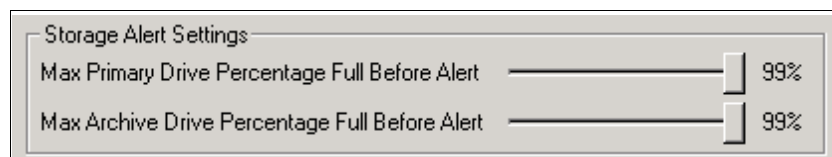
Figure 30: Type of Alerts



**IMPORTANT NOTE:** Systems where one or more VoIP channels exist on a system will not see some of the above alert types but **will** see one for *VoIP Tap NIC Disconnected or Disabled*.

☐ ☐ ☐ VoIP Tap NIC Disconnected or Disabled

In the Storage Alert Settings, use the slider bar to indicate what percentage of capacity your primary storage drive and backup drive should reach before triggering an alarm.

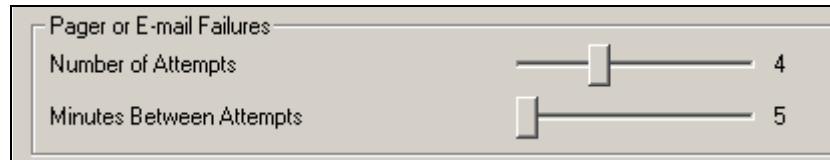


Storage Alert Settings	
Max Primary Drive Percentage Full Before Alert	<input type="range"/> 99%
Max Archive Drive Percentage Full Before Alert	<input type="range"/> 99%

Figure 31: Storage Alert Settings



In the Pager or E-mail Failures section, use the slider bar to indicate the number of attempts of each type you want to occur (if preceding ones fail to deliver the E-mail or page) and the number of minutes between each attempt.



Pager or E-mail Failures


Number of Attempts 4

Minutes Between Attempts 5

**Figure 32: Pager or E-mail Failure Settings**

For example, if the *Primary Storage Drive Maximum Reached* is set to trigger an E-mail **and** Pager alert when it reaches 99% of its total capacity, then a **total** of four (4) pager and four (4) E-mail alerts will be sent at 5-minute intervals to **each** alert recipient (simultaneously) unless the preceding E-mail or page is successfully sent.

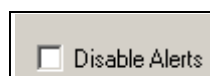
After the four pager and four E-mail attempts, no more notifications are sent but *the alarm remains active* if viewed through **active.Console** or the Server Beep box is checked. Alarms remain active until cleared.



**IMPORTANT NOTE:** A checkmark in the Server Beep box means an audible alert will be sounded where the service (recording, data and/or video) is physically located. In some cases, the location may be a secluded area where nobody actually hears the warning.

Network alerts (configured in [Options](#)) are sent via **DigiVoice active.Console** and **active.Agent** to users who log in **and** who are designated to receive alerts **and** have Network Alerts enabled in [Options](#). This means an audible and/or visual alert is sounded at any computer where a user authorized to receive network alerts launches **active.Agent** or **active.Console**.

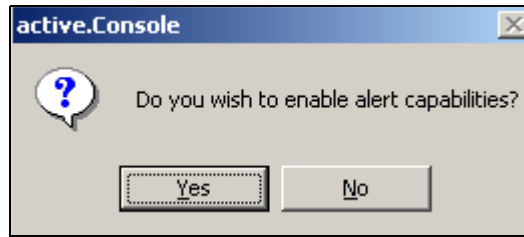
In the lower right corner of the Alert Settings tab is an option to disable alerts. If the box is checked, no audio, visual, E-mail or pager alert notifications are generated for any reason. (**NOTE:** If alerts are disabled using this method, you will not see a [Network Alerts](#) section when selecting [Admin](#) and [Options](#).)



☐ Disable Alerts

**Figure 33: Disable Alerts**

If alerts are disabled and you select [Admin](#), [Alert Configuration](#) while in *active.Console*, you will be asked whether you wish to enable alerts. Select Yes to launch the [Alert Configuration](#) menu.



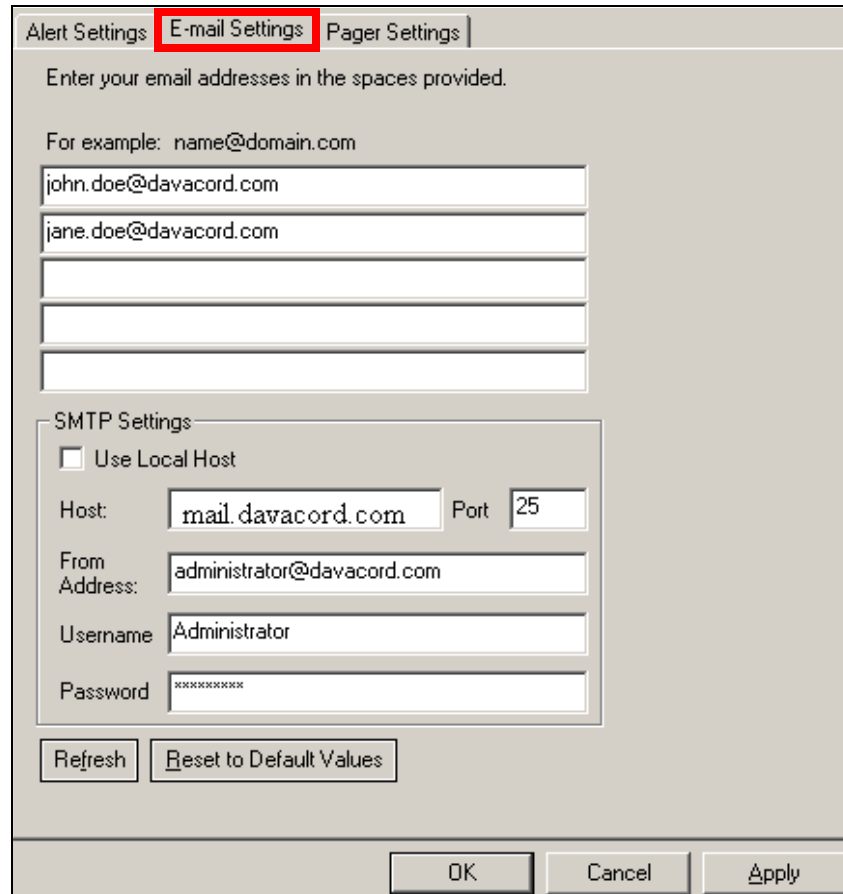
**Figure 34: Enable Alerts**

Read more about resolving alerts in the sections titled [Silence Alert](#), [View Alerts](#), and [Alerts Toolbar](#).

E-mail and pager alert recipients are configured in the following sections.

## E-mail Settings

Entries on this tab specify who will receive E-mail alerts and how they are sent when an event set to trigger this type of alert occurs. E-mail addresses do not have to be internal. Recipients are notified simultaneously and can be listed in any order.

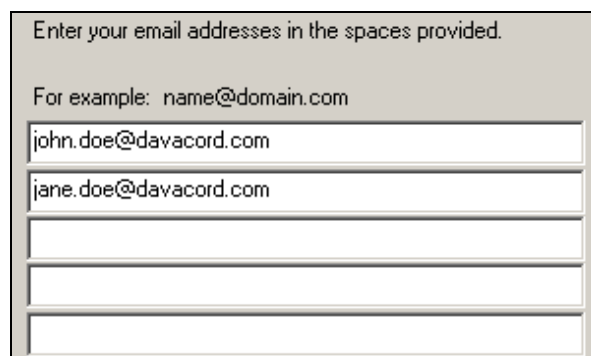


The screenshot shows a dialog box with three tabs: "Alert Settings", "E-mail Settings" (which is selected and highlighted with a red border), and "Pager Settings". The "E-mail Settings" tab contains the following elements:

- Instruction: "Enter your email addresses in the spaces provided."
- Example: "For example: name@domain.com"
- Four text input fields for email addresses. The first two contain "john.doe@davacord.com" and "jane.doe@davacord.com".
- An "SMTP Settings" section with a checkbox "Use Local Host" (unchecked).
- Fields for "Host" (mail.davacord.com), "Port" (25), "From Address" (administrator@davacord.com), "Username" (Administrator), and "Password" (masked with asterisks).
- "Refresh" and "Reset to Default Values" buttons.
- "OK", "Cancel", and "Apply" buttons at the bottom.

**Figure 35: E-mail Settings**

In the first section, enter E-mail addresses that will receive the alert. How many E-mails sent to each recipient and elapsed time between them is set in the previous section.

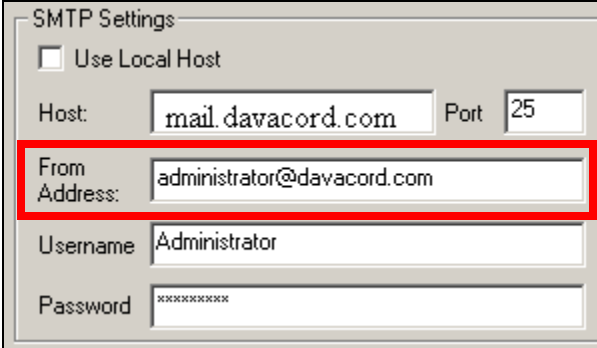


This screenshot shows a portion of the dialog box, specifically the section for entering email addresses. It includes the instruction "Enter your email addresses in the spaces provided.", the example "For example: name@domain.com", and four text input fields. The first two fields are populated with "john.doe@davacord.com" and "jane.doe@davacord.com".

**Figure 36: E-mail Notifications**

In the bottom section, enter the host name and port for your E-mail server.

(**NOTE:** Changing the *From Address* is limited to the default Admin user only. A change to the *From Address* changes it in the active.Web settings. Likewise, changing it in active.Web changes it here.) If sender authentication is required, ask your system administrator for a user name and password.

The image shows a 'SMTP Settings' dialog box. It has a title bar 'SMTP Settings'. Inside, there is a checkbox 'Use Local Host' which is unchecked. Below it are two text boxes: 'Host' with 'mail.davacord.com' and 'Port' with '25'. The 'From Address' field, containing 'administrator@davacord.com', is highlighted with a red rectangular border. Below this are 'Username' (Administrator) and 'Password' (masked with asterisks) fields.

**Figure 37: SMTP Settings**

When selecting *Use Local Host*, the Host name defaults to *localhost*. Enter a valid E-mail *From Address*. No password is required when using *localhost*. If using *localhost*, SMTP services must be installed on **all** recording services. Refer to the System Setup Guide for more information.

The image shows the same 'SMTP Settings' dialog box. The 'Use Local Host' checkbox is now checked. The 'Host' field now contains 'localhost'. The 'Port' field remains '25'. The 'From Address' field still contains 'administrator@davacord.com'. The 'Username' and 'Password' fields are still present.

**Figure 38: Use Local Host**

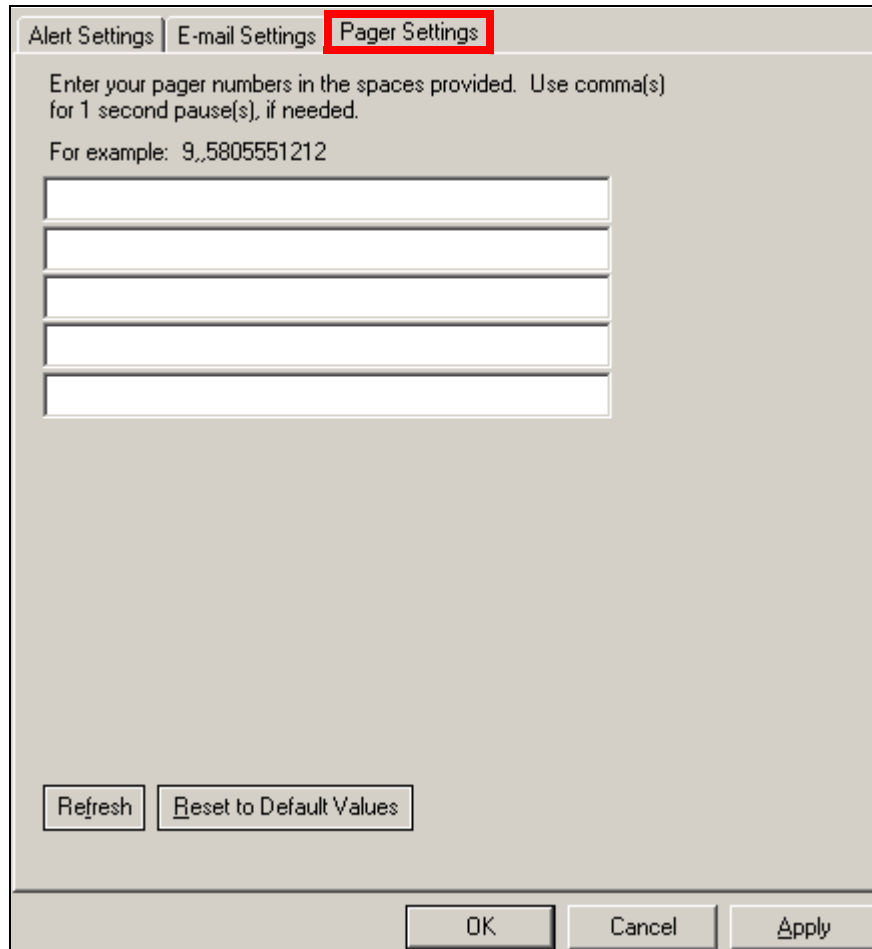
E-mails will contain the subject "*DigiVoice Alert!*" and the E-mail body will contain the code (see [Alert Code Descriptions](#)) and specific message text sent to the clients.



**NOTE:** Use this section to *configure/modify* mail settings. *View* your settings in **active.Web** in the MANAGE Options section.

## Pager Settings

On the Pager Settings tab, enter the pager numbers the system will dial when an event set to trigger this type of alarm occurs. If the telephone system requires users to dial 9 to obtain a dial tone, enter a 9 first, followed by a comma (,) and the pager number.




Alert Settings | E-mail Settings | **Pager Settings**

Enter your pager numbers in the spaces provided. Use comma(s) for 1 second pause(s), if needed.  
For example: 9,,5805551212

**Figure 39: Pager Settings**

The total number of attempted pages sent to each recipient and the elapsed time between them is based on the information provided in [Alert Settings](#).

Pager alerts will display as \*1\*CODE\*1\* on your pager display. For example, when a network connection failure with code 4 is sent, the text would be \*1\*4\*1\*. Code numbers are defined in the section titled [View Alerts](#). For alphanumeric pagers, the text message should be appended.



**IMPORTANT NOTE:** For pager alerts to work, the system sending the alert must be hooked up to a modem and a digital phone line. (See [Silence Alert](#) and [View Alerts](#)).

## System Configuration

System Configuration opens by default to Flex Recording. *Tabs displayed depend on your privileges and your hardware.*

The screenshot shows the 'Flex Recording' tab of the System Configuration dialog. It features a table with columns: Channel Label, Channel Control, Work Hours, Min Rec. Length (seconds), and Use Max Recording Length. The table has four rows, with the first row selected. To the right of the table are two sections: 'Audio Recording' with radio buttons for 'Full-time' (selected) and 'Random', and 'Client Screen Capture' with radio buttons for 'Off', 'Full-time' (selected), and 'Random'. Below these sections are two buttons: 'Recording Restrictions...' and 'Recording Requirements...'. At the bottom left are 'Refresh' and 'Reset to Default Values' buttons. At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

Channel Label	Channel Control	Work Hours	Min Rec. Length (seconds)	Use Max Recording Length
[1]	On	Set...	3	<input type="checkbox"/>
[2]	Off	Set...	3	<input type="checkbox"/>
[3]	On	Set...	3	<input type="checkbox"/>
[4]	Off	Set...	3	<input type="checkbox"/>

Audio Recording

☒ Full-time  
☐ Random

Client Screen Capture

☐ Off  
☒ Full-time  
☐ Random

Recording Restrictions...

Recording Requirements...

Refresh Reset to Default Values

OK Cancel Apply

**Figure 40: System Configuration Tabs**

[Flex Recording](#) settings determine if/when to record activity.

[Recording Control](#) specifies conditions that must be present to trigger a recording.

[Recording Quality](#) settings adjust recording volume (gain) and compression levels.

[File Storage](#) determines the location on the data server where recorded files are stored.

[Data Server Actions](#) allow for a user-defined storage capacity, after which the oldest days recordings are deleted.

**NOTE:** Parrot analog users will also see a [Beep Tones](#) tab.



**HINT:** To open System Configuration for a specific **channel**, hold your cursor over a channel icon on the [Console Panel](#), right-click and select System Configuration **OR** double-click on the icon.

The right-click or double-click method also works on a **user** icon if the user is bound to a channel (one channel only).

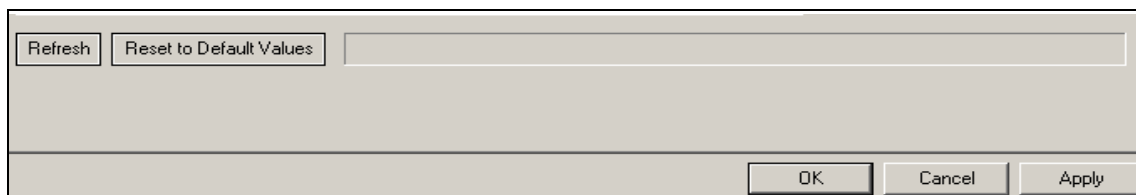
System Configuration opens by default to the channel your cursor was on when you performed the double-click or right-click **OR** it will default to the channel bound to the user your cursor was on when you performed the double-click or right-click. From there, you can also make changes to other channels by using the drop-down box.

Alternately, you can access System Configuration by clicking the last icon in the Toolbar.



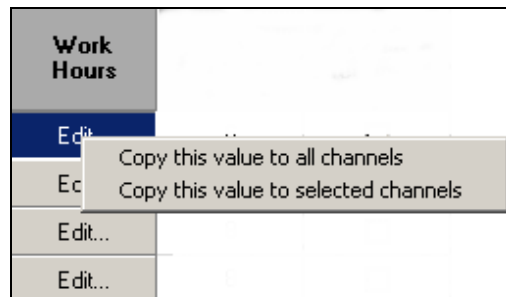
During or after the configuration process, click the following keys at the bottom of the System Configuration screen to perform the described procedure(s).

- *Refresh* undoes your actions unless you've pressed Apply.
- *Reset to Default Values* changes the settings back to the defaults.
- *Apply* applies the changes without closing the System Configuration menu.
- *OK* applies the changes and closes the System Configuration menu.
- *Cancel* revokes all changes and closes the System Configuration menu **unless** you have clicked *Apply*.



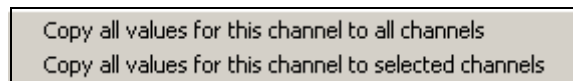
**Figure 41: Apply Your Changes**

In many parts of the System Configuration menu, you can copy a setting to one or more channels. To do so, make the change, right-click in the box that contains your new settings and make the appropriate selection.



**Figure 42: Copy This Value**

**EXCEPTION:** When you configure a channel, then right-click in the Channel Label column, you may choose to copy **ALL** values for the channel to all other channels *or* copy **ALL** values for a channel to selected channels only.



**Figure 43: Copy All Values**



## Flex Recording

The Flex Recording settings determine if/when to record activity on each channel. When accessed using the System Configuration icon on the [Primary Toolbar](#) or by choosing [Admin](#)->System Configuration, the Flex Recording tab lists alphabetically (then numerically) channels for which you are authorized.

Channel Label	Channel Control	Work Hours	Min Rec. Length (seconds)	Use Max Recording Length
[1]	On	Set...	3	<input type="checkbox"/>
[2]	Off	Set...	3	<input type="checkbox"/>
[3]	On	Set...	3	<input type="checkbox"/>
[4]	Off	Set...	3	<input type="checkbox"/>

Audio Recording  
☒ Full-time  
☐ Random

Client Screen Capture  
☐ Off  
☒ Full-time  
☐ Random

Recording Restrictions...

Recording Requirements...

**Figure 44: Flex Recording**

Click on a channel where you want to set flex recording options. (A selected channel is shown in blue.) Use the scroll bar if necessary to view all channels.

Channel Label	Channel Control	Work Hours	Min Rec. Length (seconds)	Use Max Recording Length
[1]	On	Set...	3	<input type="checkbox"/>
[2]	Off	Set...	3	<input type="checkbox"/>
[3]	On	Set...	3	<input type="checkbox"/>
[4]	Off	Set...	3	<input type="checkbox"/>

**Figure 45: Select Channel**

For each channel, you can record activity either:

- constantly (select On)
- never (select Off)
- only during certain times (select Work Hours)

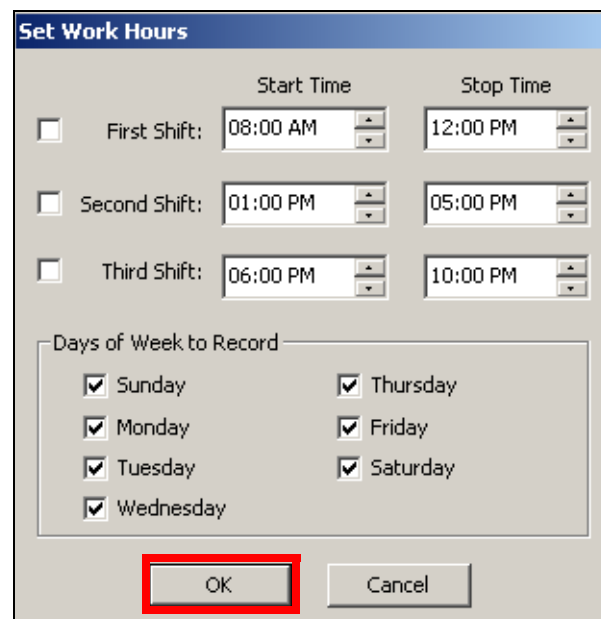
The Channel Control default is set to Off, but users with Record on Demand privileges can override these settings in **active.Agent**. In an environment where phones are always hot (live) and you want Record on Demand enabled, select Off. *Read more about Record on Demand and hot keys in the active.Agent User's Manual.*

To set the Channel Control, click the box that contains the current setting for that channel, then use the drop-down arrow to make your selection from the three choices.

Channel Label	Channel Control	Work Hours	Min Rec. Length (seconds)	Use Max Recording Length
[1]	On	Set...	3	<input type="checkbox"/>
[2]	Off	Set...	3	<input type="checkbox"/>
[3]	On	Set...	3	<input type="checkbox"/>
[4]	Off	Set...	3	<input type="checkbox"/>

**Figure 46: Channel Control**

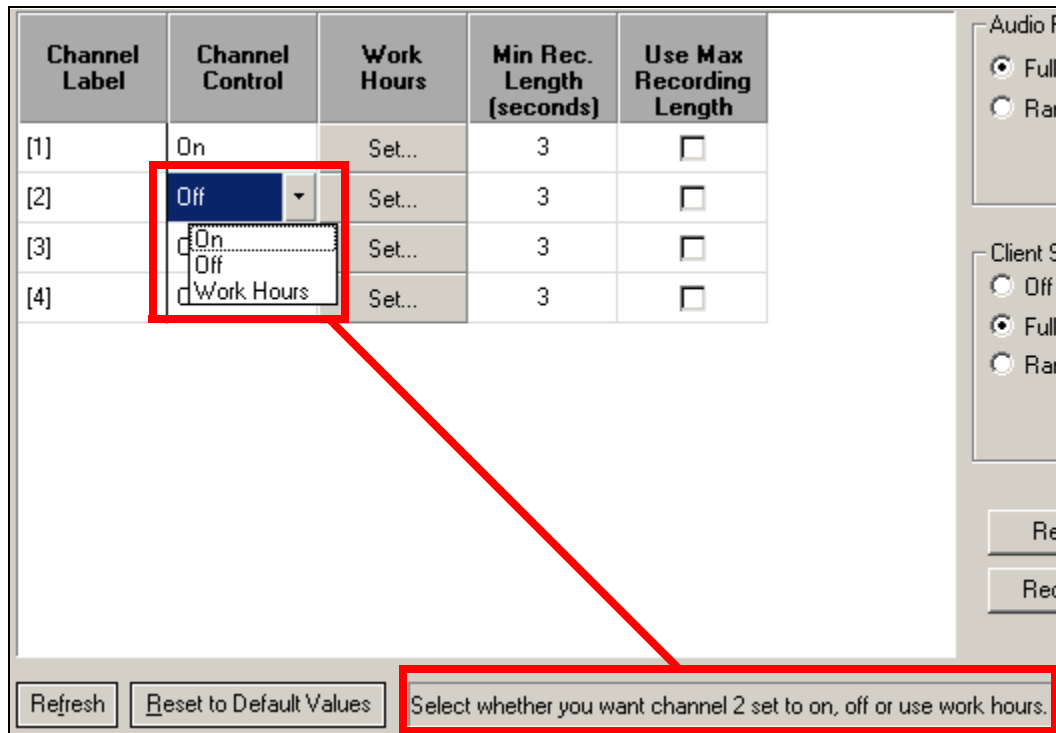
If you select Work Hours, add or remove the check mark next to each shift and indicate the start/stop times to record the channel. Place a checkmark in the boxes for days of the week to record and click OK.



The 'Set Work Hours' dialog box is shown. It has a title bar 'Set Work Hours'. Inside, there are three sections for shifts: 'First Shift', 'Second Shift', and 'Third Shift'. Each section has a checkbox, a 'Start Time' field, and a 'Stop Time' field. The 'First Shift' checkbox is checked, and its start time is 08:00 AM and stop time is 12:00 PM. The 'Second Shift' checkbox is unchecked, and its start time is 01:00 PM and stop time is 05:00 PM. The 'Third Shift' checkbox is unchecked, and its start time is 06:00 PM and stop time is 10:00 PM. Below these is a section titled 'Days of Week to Record' with a list of days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Each day has a checked checkbox. At the bottom, there are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red rectangle.

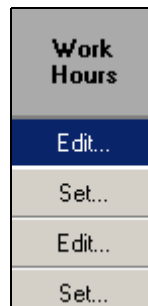
**Figure 47: Set Work Hours**

While configuring Flex Recording, a box at the bottom of the screen provides instructions for what to do based on the area you have selected.




**Figure 48: Detailed Instructions**

As an indicator that work hours are set for a channel, the Flex Recording screen displays *Edit...* in the Work Hours column. The word *Set...* means that work hours have not been configured for a channel.



**Figure 49: Edit Work Hours**



**HINT:** Another way to select On, Off or Work Hours is to hold your cursor over a *channel* icon on the [Console Panel](#), right click, and select On, Off or Work Hours.

To set a minimum recording length for a channel (0-60 seconds), click the **Min Rec. Length (seconds)** box and use the arrows to increase or decrease the call length **OR** double-click to manually enter a number. Hit enter to go to the minimum recording length for the next channel **OR** use the tab key to move to the next column (maximum record length) for this channel. Calls shorter than the number of seconds shown will not be recorded. For example, if you set the minimum recording length to five (5) seconds, calls shorter than that will not be saved.

Min Rec. Length (seconds)
5
1
1
1

**Figure 50: Minimum Recording Length**

In some instances, you may wish to set a maximum recording length for a channel. If so, put a checkmark in the **Use Max Recording Length** box. When the **Max Rec. Length** column opens, use the arrow keys to increase or decrease the maximum recording length **OR** double-click to manually enter a number. Hit enter. Calls longer than the length you select (in seconds) will not be saved. Click the Max Rec. Length (seconds).

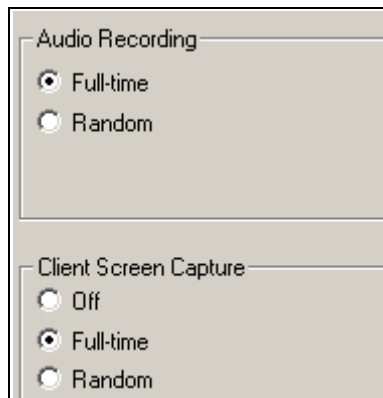
Use Max Recording Length	Max Rec. Length (seconds)
<input checked="" type="checkbox"/>	86,400
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

**Figure 51: Maximum Recording Length**



**NOTE:** Use caution when setting a maximum recording length. While you don't want to lose important recordings, you also don't want storage capacity used if a phone is left off-hook. Consider setting a maximum recording length that is unlikely to occur but *might* happen (12 hours, 24 hours, etc.)

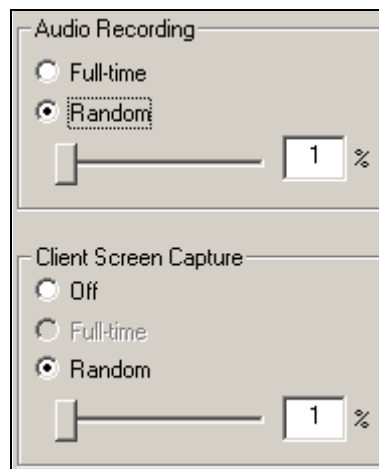
On the right side of the Flex Recording screen is a section to control audio recording and screen capture (if available).



The screenshot shows a control panel with two sections. The top section, titled 'Audio Recording', contains two radio buttons: 'Full-time' (which is selected) and 'Random'. The bottom section, titled 'Client Screen Capture', contains three radio buttons: 'Off', 'Full-time' (which is selected), and 'Random'.

**Figure 52: Audio/Video Recording**

If you select random audio, the system also defaults to random screen capture. However, if you select full-time audio, it is possible to select only random screen capture. If random recording is desired, use the slider bar **OR** manually enter a number to set the percentage of audio and/or screen capture for this channel. (Slider bar only appears with Random recording.)



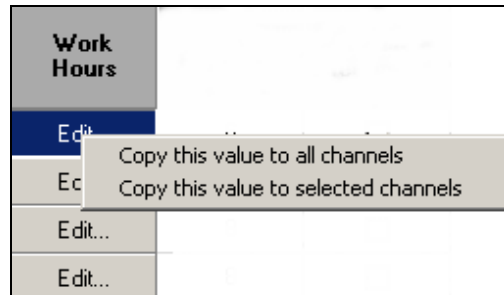
This screenshot shows the same control panel as Figure 52, but with 'Random' selected for both 'Audio Recording' and 'Client Screen Capture'. Below each 'Random' radio button is a slider bar and a text box showing the percentage. For 'Audio Recording', the slider is at 1% and the text box shows '1 %'. For 'Client Screen Capture', the slider is also at 1% and the text box shows '1 %'.

**Figure 53: Random Audio and Screen Capture**



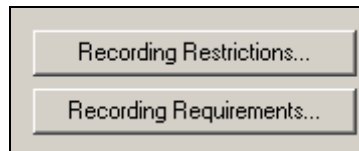
**NOTE:** Random audio recording **MUST** be set at a percentage equal to or greater than screen capture. For example, you can randomly record the audio on 50% of calls logged (according to criteria set in System Configuration) and have only 25% of those audio recordings be accompanied by video screen capture. But you can't set the system to screen capture a higher percentage of video than audio because the *audio triggers the video*. Audio is primary; video is secondary.

To apply some/all of the settings thus far to all channels or to selected channels, right-click in the box that contains your new settings and make the appropriate selection.



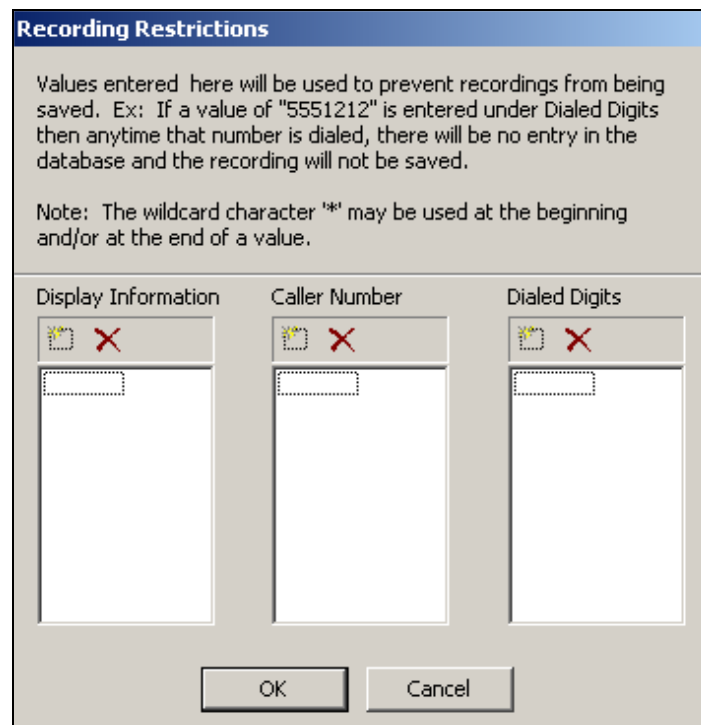
**Figure 54: Copy Value**

Use the buttons in the bottom right corner of the Flex Recording screen to set Recording Restrictions and/or Recording Requirements.



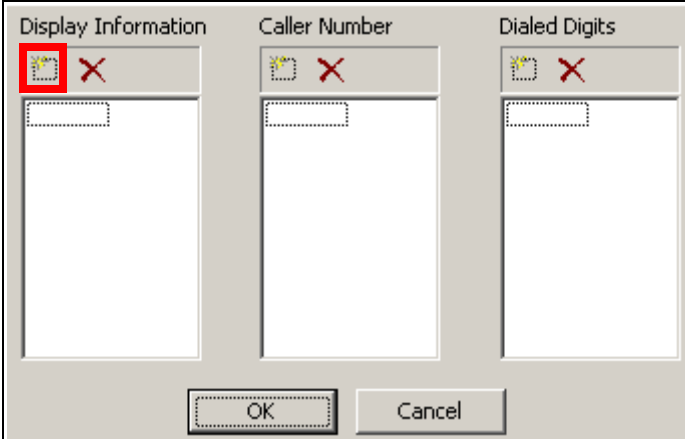
**Figure 55: Recording Restrictions and Requirements**







Recording Restrictions allow you to define certain recordings you do NOT want saved.



**Figure 56: Recording Restrictions**

To enter information that will prevent recordings from being saved, click the new entry icon in the appropriate section. Enter the data and click OK **OR** hit enter to input another item in the Display Information column.



Display Information	Caller Number	Dialed Digits
 	 	 
<div></div>	<div></div>	<div></div>

**Figure 57: Recording Restrictions Fields**

- *Display* is the party's name as displayed on Caller ID **OR** as displayed on a digital phone display screen.
- *Number* is the calling party's phone number. For T1/E1 channels, *number* is the calling party's number (on PRI only);
- *Dialed* is the called party's number.)

To delete items from the Recording Restrictions fields, click the item to select it and press the red X in the appropriate section. When finished completing the desired recording restrictions, click OK to close this menu and return to System Configuration.

EXAMPLE: A user can prevent any recordings that show 555-1212 as the **calling** party's phone number from being saved in the database by entering that number in the Caller Number field. By also entering it in the Dialed Digits section as the **called** party's number, no calls to or from that number will likely be recorded.

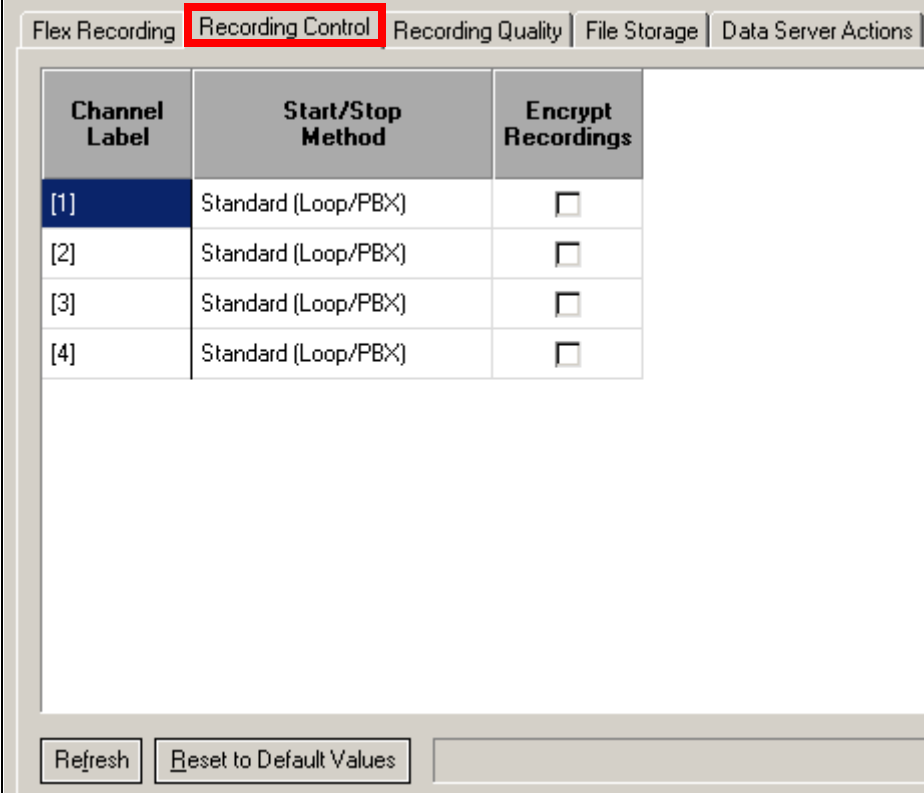
The Recording Requirements button brings up a similar menu except that if the data for any recording matches the information in the recording requirements section, the recording will be saved.

When configuring recording restrictions and/or requirements, an asterisk (\*) may be used as the wildcard symbol at the beginning and/or at the end of a value.

To delete items from the Recording Requirements fields, click the item and press the red X in the appropriate section. When finished completing the desired recording requirements, click OK to close this menu and return to System Configuration.

## Recording Control

This tab specifies conditions that must be present to trigger a recording. What appears here **depends on your privileges and the hardware** for the selected channel. *Your screen may be different than the one shown.*



Channel Label	Start/Stop Method	Encrypt Recordings
[1]	Standard (Loop/PBX)	<input type="checkbox"/>
[2]	Standard (Loop/PBX)	<input type="checkbox"/>
[3]	Standard (Loop/PBX)	<input type="checkbox"/>
[4]	Standard (Loop/PBX)	<input type="checkbox"/>

Refresh Reset to Default Values

**Figure 58: Recording Control**

When accessed using the System Configuration icon on the [Primary Toolbar](#) or from [Admin](#)->System Configuration, the Recording Control tab lists alphabetically (then numerically) channels for which you are authorized.

The Start/Stop Method defaults to Standard (Loop/PBX), which starts a recording any time it receives a signal from the telephone company or your digital PBX (Private Branch Exchange) switch. Standard (Loop/PBX) is required for VoIP channels.

Channel Label	Start/Stop Method	Encrypt Recordings
[1]	Standard (Loop/PBX)	<input type="checkbox"/>
[2]	Standard (Loop/PBX)	<input type="checkbox"/>
[3]	Standard (Loop/PBX)	<input type="checkbox"/>
[4]	Standard (Loop/PBX)	<input type="checkbox"/>

**Figure 59: Start/Stop Method**




But in certain circumstances, such as if you are recording a dispatch radio, you should select Voice Activation (VOX). VOX is also used if your system is set up to tap on the handset of your digital telephone.

To select VOX, Tones (DTMF), Client Device or CTI Host Device, click the Start/Stop box for the channel. Use the arrow to open your options box and click the one appropriate for the channel.

Channel Label	Start/Stop Method	Encrypt Recordings
[12]	Standard (Loop/PBX) ▾	<input type="checkbox"/>
[13]	Standard (Loop/PBX)	<input type="checkbox"/>
[14]	Voice Activation (VOX)	<input type="checkbox"/>
[15]	Tones (DTMF)	<input type="checkbox"/>
	Client Device	<input type="checkbox"/>
	CTI Host Device	<input type="checkbox"/>

**Figure 60: Start/Stop Control Settings**



**NOTE:** If licensed for Concerto, you will also see CTI/Loop Mix. This option defaults to Loop unless a login is triggered on the predictive dialer. At that point, it goes into CTI mode until a logout occurs.

Once you select VOX for a channel, additional boxes appear on the right where you must set Stop Delay and Threshold. Note that the stop delay and threshold settings are dimmed and unavailable for the channels set to Standard (Loop/PBX) as they do not apply.

Channel Label	Start/Stop Method	Stop Delay VOX only (seconds)	Threshold VOX only	Lead-in VOX only (milliseconds)	Encrypt Recordings
[1]	Voice Activation (VOX) ▾	5	-32	0	<input type="checkbox"/>
[2]	Standard (Loop/PBX)				<input type="checkbox"/>
[3]	Standard (Loop/PBX)				<input type="checkbox"/>
[4]	Standard (Loop/PBX)				<input type="checkbox"/>

**Figure 61: Stop Delay**

On VOX, use the default Stop Delay (5 seconds) and Threshold (-52 Decibels) settings or manually enter your own settings. Using the default settings, the system must detect noise louder than -52 decibels to start recording. After five (5) seconds of silence, the recording will stop. VOX Stop Delay on Parrot analog and digital channels are *per channel* and cannot be set system wide.



**NOTE:** Parrot analog threshold range is 5-1500mV with a 5-second stop delay default. On Parrot digital, the stop delay default is 5 seconds with no threshold setting. Changes to stop delay and threshold are *per channel*.



**WARNING:** A long stop delay setting on busy phones is not recommended, as it may tie two unrelated recordings together.

Systems with at least one Pika (or Parrot) card who use the VOX setting may also set a lead-in time (default = 0) to cache that segment of time at the beginning of each call and append it to the recording.

Channel Label	Start/Stop Method	Stop Delay VOX only [seconds]	Lead-in VOX only milliseconds	Encrypt Recordings
[1]	Voice Activation (VOX)	5	2000	<input type="checkbox"/>
[2]	Voice Activation (VOX)	5	2000	<input type="checkbox"/>
[3]	Voice Activation (VOX)	5	2000	<input type="checkbox"/>
[4]	Voice Activation (VOX)	5	2000	<input type="checkbox"/>

**Figure 62: Lead-in Time**

VOX default levels work well for most customers, but you may need to raise the threshold level in a very noisy environment. If you consistently have unwanted recordings or some channels aren't recorded, experiment with the settings until you find what works for you.

If you use a predictive dialer (where agent phones are always hot) and your system uses a sequence code to indicate the beginning and ending of a call (e.g., \*\*7 to begin and \*\*9 to end), you can select the Tones (DTMF) Start/Stop Method. Enter the Start and Stop Tone Sequences your system uses so **DigiVoice** will start and stop recording at the sound of those tones.

Channel Label	Start/Stop Method	Stop Delay VOX only [seconds]	Threshold VOX only	Start Tone Sequence DTMF only	Stop Tone Sequence DTMF only	Encrypt Recordings
[1]	Tones [DTMF]			**7	**9	<input checked="" type="checkbox"/>

**Figure 63: DTMF Tones**

**NOTE:** We recommend making each sequence *at least* two characters and making each one different. Hit enter to go to the start or stop tone sequence for the next channel **OR** use the tab key to move to the next column for this channel. If you select Tones (DTMF), you must enter a Start Tone **and** Stop Tone. If you leave either one blank, the system will not record.

**Client Device:** Selecting Client Device allows the use of keyboard shortcuts to control recording activity. However, if Client Device is selected for a particular channel, *the keyboard control on that channel **must** be configured for these start/stop keys in **active.Agent**.* Read more about these shortcuts in the **active.Agent** user's guide.

**CTI Host Device:** You can only select CTI Host Device as the Start/Stop method if licensed for Concerto Predictive Dialer. There is no threshold setting for CTI Host Device.


Channel Label	Start/Stop Method	Encrypt Recordings
[1]	CTI Host Device	<input type="checkbox"/>
[2]	Standard (Loop/PBX)	<input type="checkbox"/>

**Figure 64: CTI Host Device**

In the Encrypt Recordings column, check the box labeled for each channel if you want all recordings on this channel encrypted. Encrypted recordings can **NOT** be E-mailed.

Encrypt Recordings
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Figure 65: Encrypt Recordings**



**WARNING:** Screen capture will **NOT** work properly if encryption is set on a channel.

Users on systems that include Parrot analog set to VOX, Parrot TOD/MOD digital or Parrot T1/E1 see three additional columns. These column settings allow you to capture DTMF digits *during a call* such as where calls are placed in a queue, where a touch tone menu is in place or where an analog VOX system is tapped at the handset.

The first column (DTMF) is checked by default on T1/E1 CAS systems and can't be changed. Others are unchecked by default but can be enabled by checking the DTMF box.

DTMF Detection	Use Inter-digit Timeout	Inter-digit Timeout (seconds)
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15
<input type="checkbox"/>		

Figure 66: Inter-digit Timeout

If the DTMF box is checked, place a checkmark in the second column (inter-digit timeout) to set a maximum length of time between dialed digits recorded. Use the up/down arrow menu in the third column to configure the time in seconds (1-60) between one dialed digit and the next (the default is 15). If the second column is unchecked, all digits are recorded. If checked, only the digits dialed at the beginning of a call are recorded.

To apply some/all settings to all channels or to selected channels, right-click in the box that contains your new settings and make the appropriate selection.

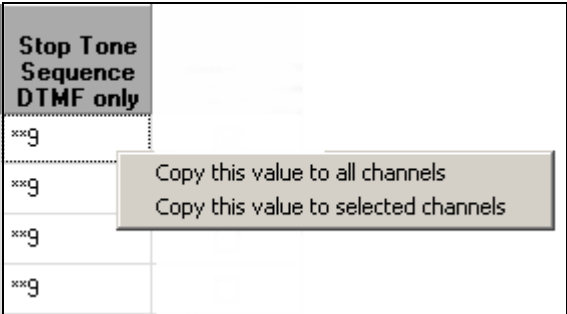


Figure 67: Copy Value

When finished completing the Recording Control section, click OK to close this menu and return to System Configuration.

## Recording Quality

Use the Recording Quality tab to adjust volume (gain) settings and compression levels. What appears on the Recording Control tab **depends on your privileges and the hardware** for a selected channel. *Yours may be different than the one shown.*

When accessed via Admin->System Configuration from the [Menu Bar](#) or the System Configuration [Primary Toolbar](#) icon, this tab lists alphabetically (then numerically) the channels for which you are authorized.

Flex Recording	Recording Control	Recording Quality	File Storage	Data Server Actions	
Channel Label	Compression Level	Use Automatic Gain Control (AGC)	Fixed Gain (decibels)	AGC Threshold (decibels)	AGC Target (decibels)
[1]	Standard	<input checked="" type="checkbox"/>		-52	-15
[2]	Standard	<input checked="" type="checkbox"/>		-52	-15
[3]	Standard	<input checked="" type="checkbox"/>		-18	-15
[4]	Standard	<input checked="" type="checkbox"/>		0	-15

Figure 68: Recording Quality

While the default Automatic Gain Control (AGC) settings work well for most customers, system administrators may want to experiment with AGC settings in noisy environments by carefully following the instructions in this section.

The system default Compression Level (**Standard**) is the industry standard. Sound quality is very good, and there is a nice balance between quality and storage space. It provides for reasonable remote live monitoring performance and approximately 180 hours per Gigabyte of space. It plays on most computers running Windows™.

Compression Level
Standard
Standard
Standard
Standard

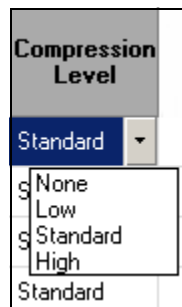
Figure 69: Default Compression Level

Selecting **None** applies no compression at all. This provides the best sound quality but can severely hinder remote live monitoring performance. It requires a large amount of storage space, providing only 18 hours per Gigabyte of space. It plays on any computer capable of playing .wav files that are 16 bit 8 KHz PCM.


**Low** applies only a slight amount of compression. Sound quality is still extremely good, but it can hinder remote live monitoring performance and requires a large amount of storage space. The Low setting is a reasonable compromise when high sound quality is especially important, but no compression uses too much storage space. It provides 74 hours per Gigabyte of space and plays on most computers running Windows™.

**High** provides a sound quality as good as standard, but the file size is much smaller. It provides for very good remote live monitoring performance but puts twice as much load on the recording server. Having too many channels on this setting significantly reduces the performance of your recording server. Setting all channels at this compression level essentially *cuts in half* the maximum number of simultaneous recordings possible on the recording server. It provides approximately 280 hours per Gigabyte of space and plays on most computers running Windows™.

To select a compression level other than Standard for a specific channel, click the Compression Level box for that channel. Use the drop-down arrow to view your choices and make a selection.



**Figure 70: Compression Level**



**WARNING:** Compression impacts storage capacity and server performance. For more information, review [Compression Details for Telephony Voice Audio Recording on page 75](#).

Automatic Gain Control (AGC) is selected (with a checkmark) for all channels by default, which makes the Fixed Gain columns dimmed and unavailable.

Use Automatic Gain Control (AGC)
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>

**Figure 71: Automatic Gain Control**

(**NOTE:** System using Parrot analog or Parrot analog beep tone cards should skip to [Parrot Analog AGC on page 48](#). Those with Parrot digital or Parrot T1/E1 should skip to [Parrot Digital or Parrot T1/E1 on page 48](#).)

Recording Quality defaults to Automatic Gain Control (AGC) and sets an AGC Threshold of –52 Decibels and an AGC Target of –15 Decibels. This means sound below –52 decibels is considered background noise and will not be amplified; amplified recordings will try to achieve a volume level of -15 decibels. These settings work well for most customers, but system administrators may want to experiment with AGC settings in noisy environments.

To change the AGC, remove the checkmark from the AGC column. When the Fixed Gain box appears, use the arrows to select a different setting **OR** double-click to manually enter a number. Hit enter to set fixed gain for the next channel **OR** use the tab key to move to the next column for this channel.

Use Automatic Gain Control (AGC)	Fixed Gain (decibels)
<input type="checkbox"/>	2
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	

**Figure 72: Fixed Gain**

## VoIP

VoIP customers will also see a Jitter Buffer column. The default setting is adequate for most customers but can be increased if you experience garbled audio (usually the result of network congestion).

### Parrot Analog AGC

Systems containing Parrot analog or Parrot analog beep tone cards using Automatic Gain Control (leaving the box checked) make adjustments in a different manner. Recovery Speed (dB/sec) available settings are 7, 15, 30 or 60 with a default setting of 60. Maximum Dynamic Range (dB) defaults to 30 but can be set anywhere from 0 to 30 in increments of 2 (0, 2, 4, 6, etc.).

Recovery Speed (db/sec)	Maximum Dynamic Range (decibels)
60	30
60	30
60	30
60	30
60	30

Figure 73: Parrot Analog AGC Settings

### Parrot Digital or Parrot T1/E1

Systems containing Parrot digital or Parrot T1/E1 cards using Automatic Gain Control (unchecking the AGC box) make adjustments using the arrows or entering a number in the Fixed Gain (ear) and Fixed Gain (mouth) columns. Both default to 0 but can be set independently anywhere between -18 and 24 decibels.

Fixed Gain (ear)	Fixed Gain (mouth)
0	0
0	0
0	0

Figure 74: Fixed Gain Adjustments

The toolbar area provides a brief explanation of the settings.

TOD 14	0	0	
<div>◀ ▶</div>			
Refresh	Reset to Default Values	Set fixed gain (ear) for channel 91. Range: -18 (softer) to 24 (louder) decibels	

Figure 75: Fixed Gain Help



To apply some/all settings to all channels or to selected channels, right-click in the box that contains your new settings and make the appropriate selection.

AGC Threshold (decibels)	
-52	
-52	
-52	
-52	

Copy this value to all channels

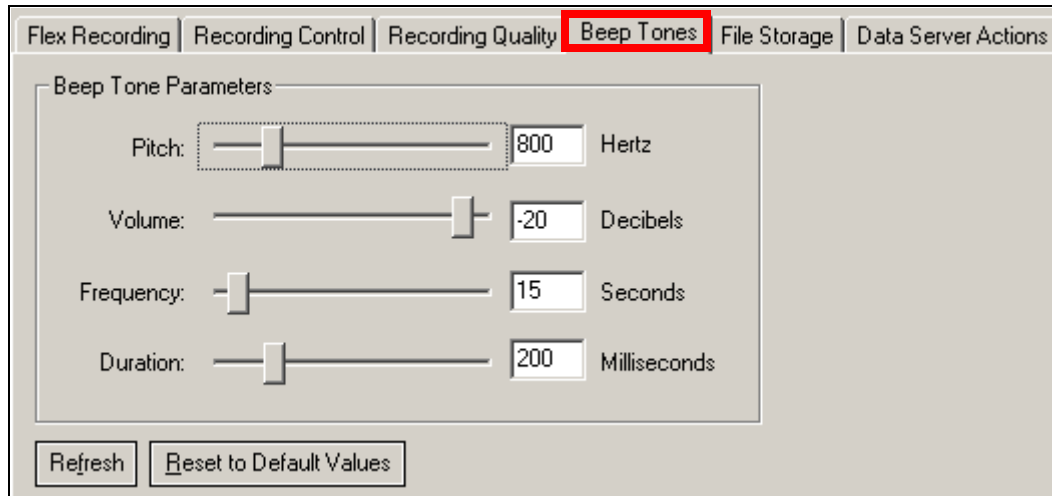
Copy this value to selected channels

**Figure 76: Copy Value**

When finished completing the Recording Quality section, click OK to close this menu and return to System Configuration.

## Beep Tones

This tab, used to set beep tone parameters, is seen only on systems with at least one Parrot analog channel. The system must be licensed for beep tones and the card supported. Beep Tones allow authorized users to set the pitch, volume, frequency and duration of the beep tone. Depending on your state laws and/or your hardware, you may need a different type of notification system (e.g., recorded announcement, handset beep inserter). Telephone a Davacord, Inc. service representative if you have questions about using beep tones with your system.



The screenshot shows a software window titled 'Beep Tones' which is part of a larger application with tabs for 'Flex Recording', 'Recording Control', 'Recording Quality', 'Beep Tones', 'File Storage', and 'Data Server Actions'. The 'Beep Tones' tab is active. It contains a section titled 'Beep Tone Parameters' with four adjustable settings: Pitch (800 Hertz), Volume (-20 Decibels), Frequency (15 Seconds), and Duration (200 Milliseconds). Each setting has a slider and a corresponding numerical input field. At the bottom of the window are two buttons: 'Refresh' and 'Reset to Default Values'.

**Figure 77: Beep Tones**

Beep Tone Parameter defaults are:

- Pitch: 800 Hertz
- Volume: -20 Decibels
- Frequency: 15 Seconds
- Duration: 200 Milliseconds.

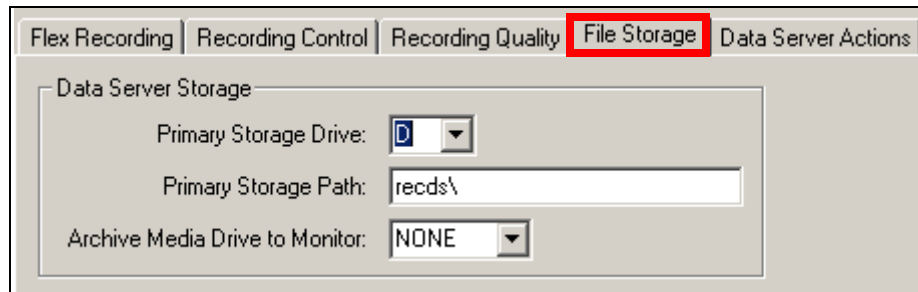
This means every 15 seconds, you hear a beep for 200 milliseconds (*slightly less than 1/4 of second*) at a pitch of 800 Hertz and a volume of -20 decibels. **Try these settings first.** If you make adjustments to duration, we recommend no less than 150 milliseconds and no more than 250.

- Refresh* undoes your actions unless you've pressed Apply.
- *Reset to Default Values* changes the setting back to the defaults.

When finished completing the Beep Tones section, click OK to close this menu and return to System Configuration. A column titled Play Beep Tone appears on the [Recording Control](#) tab with a checkmark next to each channel configured to use beep tones.

## File Storage

File Storage determines where the recorded files are stored on the data server. **Contact your system administrator if you have questions about these settings!**



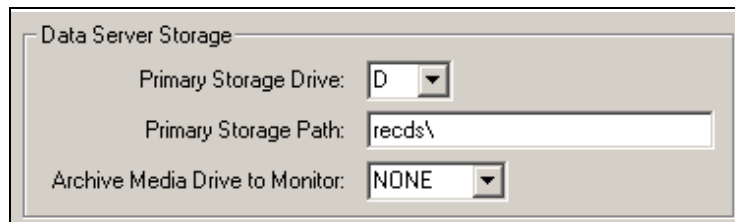
The screenshot shows a window with five tabs: 'Flex Recording', 'Recording Control', 'Recording Quality', 'File Storage' (highlighted with a red border), and 'Data Server Actions'. Below the tabs is a section titled 'Data Server Storage' containing three settings: 'Primary Storage Drive' with a dropdown menu showing 'D', 'Primary Storage Path' with a text box containing 'recds\'', and 'Archive Media Drive to Monitor' with a dropdown menu showing 'NONE'.

**Figure 78: File Storage**

**\*Primary Storage Drive** refers to the Data Server drive, NOT your PC. Use the drop-down box to make/change your selection.

**\*Primary Storage Path** should look similar to the one shown: *recds\* (**NOT** an extended location such as *Mylocation\recds*). Enter the new or changed location.

**\*Archive Media Drive to Monitor** must be a drive, NOT a device such as a DAT drive. Use the drop-down arrows to make your selection.



This screenshot is identical to Figure 78, showing the 'Data Server Storage' settings with 'Primary Storage Drive' set to 'D', 'Primary Storage Path' set to 'recds\'', and 'Archive Media Drive to Monitor' set to 'NONE'.

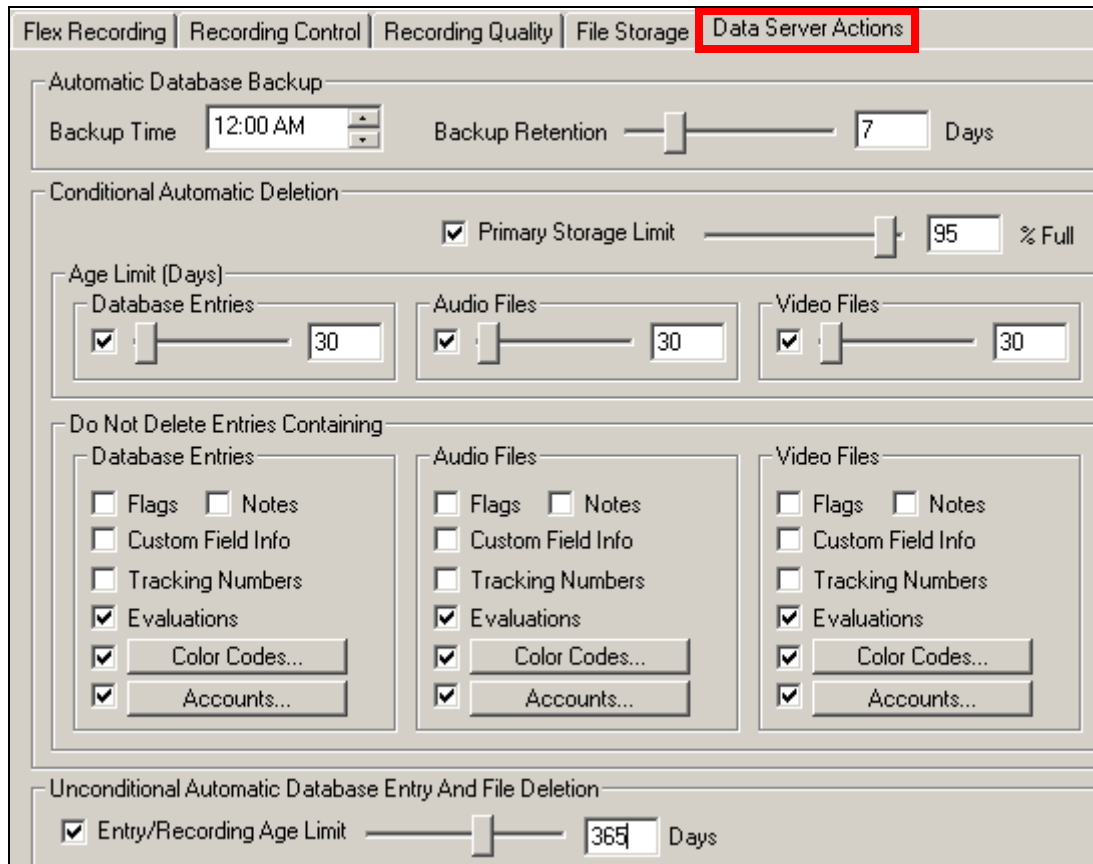
**Figure 79: File Storage**

Make your selections. Click Apply to apply the change without closing System Configuration. Otherwise, click OK.

## Data Server Actions

Use the Data Server Actions tab to specify backup and deletion conditions.

**CAUTION:** Read and understand this entire section before adjusting your settings!

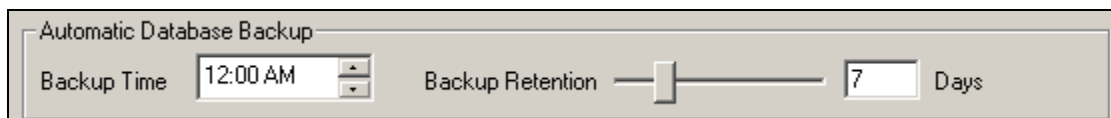


The screenshot shows the 'Data Server Actions' tab selected in a software interface. The tab is highlighted with a red border. The interface includes several sections for configuring backup and deletion settings:

- Automatic Database Backup:** Features a 'Backup Time' dropdown set to '12:00 AM' and a 'Backup Retention' slider set to '7' days.
- Conditional Automatic Deletion:** Includes a 'Primary Storage Limit' slider set to '95' % Full.
- Age Limit (Days):** Contains three sub-sections for 'Database Entries', 'Audio Files', and 'Video Files'. Each has a checkbox and a slider set to '30' days.
- Do Not Delete Entries Containing:** Features three sub-sections for 'Database Entries', 'Audio Files', and 'Video Files'. Each contains checkboxes for 'Flags', 'Notes', 'Custom Field Info', 'Tracking Numbers', 'Evaluations', 'Color Codes...', and 'Accounts...'. 'Evaluations', 'Color Codes...', and 'Accounts...' are checked.
- Unconditional Automatic Database Entry And File Deletion:** Includes a checkbox for 'Entry/Recording Age Limit' and a slider set to '365' days.

**Figure 80: Data Server Actions Tab**

In the Automatic Database Backup Section, use the up/down arrows to set the time intervals at which you want your database automatically backed up. On the right, use the backup retention slider bar to set the number of days between backups.

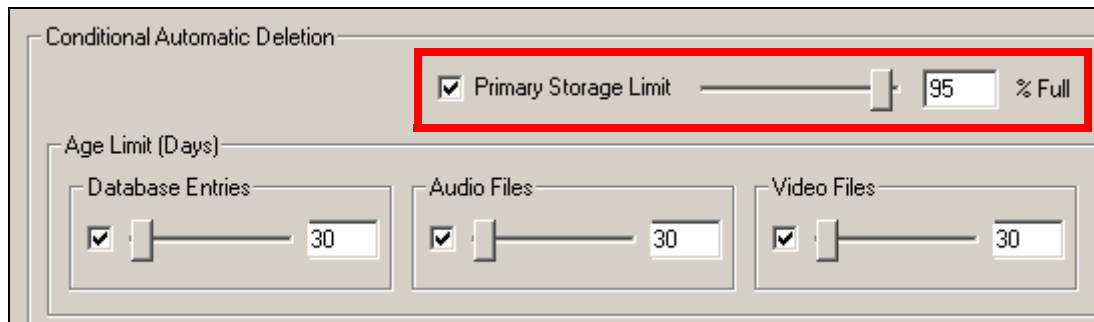


This close-up screenshot focuses on the 'Automatic Database Backup' section. It shows the 'Backup Time' dropdown menu set to '12:00 AM' and the 'Backup Retention' slider bar set to '7' days.

**Figure 81: Automatic Database Backup**

The Conditional Automatic Deletion section allows you to set certain conditions on what items are deleted and when.

Put a checkmark in the Primary Storage Limit box to enable this feature. **The recommended default is 95%.** If not checked in a *multiple box configuration*, recordings continue to be stored until the drive is completely full; recordings continue to be stored on recording servers locally until room is made on the data server. Once full, new recordings will not be made. In a *single box configuration*, recordings continue until completely full, at which time new recordings will not be made. Use the slider bar or enter the percentage of storage capacity reached before the oldest days recordings are deleted.



Conditional Automatic Deletion

☒ Primary Storage Limit ————— 95 % Full


Age Limit (Days)

Database Entries ☒ ————— 30

Audio Files ☒ ————— 30

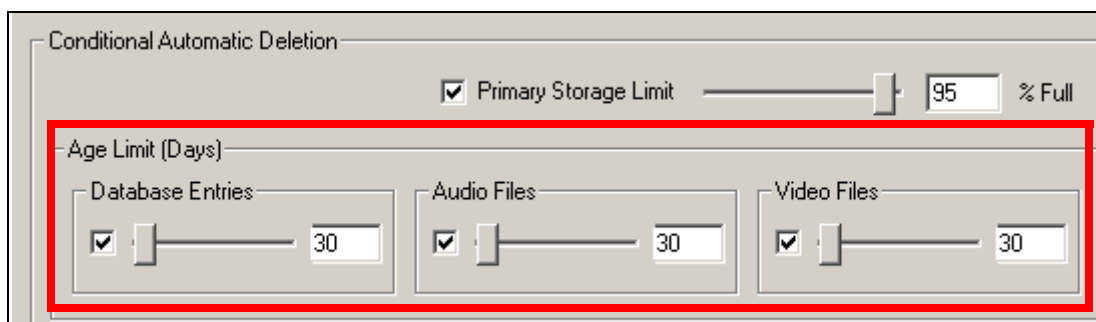
Video Files ☒ ————— 30

**Figure 82: Conditional Automatic Deletion**



**WARNING:** The length of time it takes to reach your system storage capacity depends on call volume, hard drive size and recording compression settings. Contact your system administrator or Davacord representative if you have questions about this section.

Instead of and/or in addition to setting a storage limit, use the Age Limit (Days) section to check the Database Entries, Audio Files and/or Video Files box(es) if you want to delete those types of entries when they are a certain number of days old. Use the slider bar(s) to adjust the number of days or manually enter the amount(s) in the box.



Conditional Automatic Deletion

☒ Primary Storage Limit ————— 95 % Full

Age Limit (Days)

Database Entries ☒ ————— 30

Audio Files ☒ ————— 30

Video Files ☒ ————— 30

**Figure 83: Configure Age Limit**

Some choices made in the Age Limit section automatically determine other choices in that section. Likewise, some choices regarding the number of age limit (days) before files are deleted also impact other choices in this section. For example:

Placing a checkmark in *Database Entries* places checks in the audio and video boxes because if you delete database entries but leave audio and/or video files, you will not be able to access them. Consequently, the number of days before database entries are deleted must be equal to or greater than the number of days before audio files are deleted.

Placing a checkmark in the *Audio Files* box also checks the *Video Files* box because if you delete an audio file that has an associated video file, you will not be able to access the video portion. For the same reason, the number of days before audio files are deleted must be equal to or greater than the number of days video files are deleted.

You can, however, place a checkmark in the *Video Files* only box, as a video file can be deleted without getting rid of the audio file. You can also wait more days to delete audio files than video files but not vice versa.



**IMPORTANT!** Deleted recordings are no longer accessible via the system but can be restored if backup files were properly created. If you anticipate needing calls after they are deleted, it is **important** that you schedule regular backups so that you can restore files that have been purged in this manner.

*Read the backup procedure in the System Setup Guide.* Telephone a Davacord service representative if you have questions about the procedure **or** if you intend to install any other type of backup device.

The next section (optional) allows you to put restrictions on which entries are deleted. (**NOTE:** The Database Entries column is unavailable unless Database Entries is selected in the Age Limit section. Color Codes and Accounts are also dimmed unless checked.)

If you select color codes and/or accounts, a pop-up window lets you specify which color codes and/or accounts to exempt from the deletion process.

The screenshot shows a dialog box titled "Do Not Delete Entries Containing". It is divided into three vertical sections: "Database Entries", "Audio Files", and "Video Files". Each section contains a list of checkboxes and two buttons. In the "Database Entries" section, the checkboxes for "Evaluations", "Color Codes...", and "Accounts..." are checked, while "Flags", "Notes", "Custom Field Info", and "Tracking Numbers" are unchecked. The same pattern is repeated in the "Audio Files" and "Video Files" sections, where "Evaluations", "Color Codes...", and "Accounts..." are checked, and the others are unchecked.

**Figure 84: Do Not Delete Entries**

Similar to the previous section, certain choices in these columns impact the same choices in other columns (assuming you checked *Database Entries* in the Age Limit section).

Any item checked in the video files column (flags, notes, etc.) automatically checks the *Audio Files* and *Database Entries* columns. The reason is that if you want to keep all video files with a flag, you must also keep all audio files and database entries with a flag. Otherwise, you will have a flagged video file that you can not access.

Similarly, any item checked in the *Audio Files* column automatically checks the same item in the *Database Entries* column. As explained above, if you keep an audio file without keeping the actual database entry, you can not access the audio file in the future.

**IMPORTANT SUMMARY:** If you make selections in the audio and/or video portion of this section without checking the corresponding data base entry column, you are preventing audio and video files from being deleted but you will have NO way to access them.

The following examples show sample setups and explain what processes will occur as a result of each configuration.

## EXAMPLE 1

In this example, the System Administrator configured the system to:

- back up the database at 11:59 PM every 7 days
- automatically begin deleting entries when primary storage capacity reaches 95%
- delete database entries and audio files over 30 days old *and* video entries over 14 days old **EXCEPT**
  - [1] databates entries and files with flags and/or tracking numbers regardless of whether they are audio or audio/video combination, and
  - [2] those database entries with account information

In other words, all database entries and files will be deleted according to the specified time frame except those with flags and/or tracking numbers, and database entries with account information affiliated with them.

The screenshot shows a configuration window with the following sections:

- Automatic Database Backup:** Backup Time is set to 12:00 AM. Backup Retention is set to 7 Days.
- Conditional Automatic Deletion:**
  - ☒ Primary Storage Limit is set to 95 % Full.
  - Age Limit (Days):**
    - Database Entries: ☒ 30
    - Audio Files: ☒ 30
    - Video Files: ☒ 14
  - Do Not Delete Entries Containing:**
    - Database Entries:** ☒ Flags, ☐ Notes, ☐ Custom Field Info, ☒ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☒ Accounts...
    - Audio Files:** ☒ Flags, ☐ Notes, ☐ Custom Field Info, ☒ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☐ Accounts...
    - Video Files:** ☒ Flags, ☐ Notes, ☐ Custom Field Info, ☒ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☐ Accounts...
- Unconditional Automatic Database Entry And File Deletion:** ☐ Entry/Recording Age Limit is set to 365 Days.

**Figure 85: Backup/Deletion Example 1**

Read more about accounts and color codes in the *active.Web* User's Guide.



## EXAMPLE 2

In this example, the System Administrator configured the system to:

- back up the database daily at 11:59:59 PM
- automatically begin deleting entries when primary storage capacity reaches 95%
- delete database entries and audio files over 60 days old *and* video entries over 5 days old without exception

In other words, all database entries, audio files and video files will be deleted according to these specifications without regard to whether there are flags, notes, etc., affiliated with them.

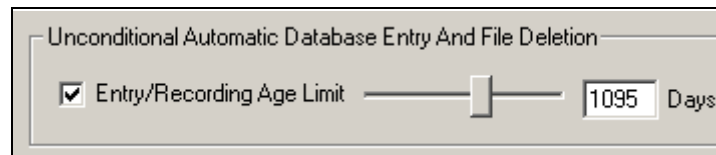
The screenshot shows a configuration window with the following sections and settings:

- Automatic Database Backup:**
  - Backup Time: 12:00 AM
  - Backup Retention: 1 Days
- Conditional Automatic Deletion:**
  - ☒ Primary Storage Limit: 95 % Full
  - Age Limit (Days):**
    - Database Entries: ☒ 60
    - Audio Files: ☒ 60
    - Video Files: ☒ 5
  - Do Not Delete Entries Containing:**
    - Database Entries:** ☐ Flags, ☐ Notes, ☐ Custom Field Info, ☐ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☐ Accounts...
    - Audio Files:** ☐ Flags, ☐ Notes, ☐ Custom Field Info, ☐ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☐ Accounts...
    - Video Files:** ☐ Flags, ☐ Notes, ☐ Custom Field Info, ☐ Tracking Numbers, ☐ Evaluations, ☐ Color Codes..., ☐ Accounts...
- Unconditional Automatic Database Entry And File Deletion:**
  - ☐ Entry/Recording Age Limit: 365 Days

**Figure 86: Backup/Deletion Example 2**

At the bottom of the Data Server Actions page is an optional setting to delete records. If you enable this feature by placing a checkmark in the box, all database entries, audio files and video files are deleted when they reach this age **regardless of any other settings on this page**.

For example, the default setting of 1,095 days (3 years) means that any item over three years old will be deleted **without exception**. To enable this feature, check the Entry/Recording Age Limit box in the Unconditional Automatic Database Entry and File Deletion section. Use the slider bar or manually enter a number of days at which you want the unconditional deletion to occur.



**Figure 87: Unconditional Automatic Database and File Deletion**



**HINT:** When configuring settings on this page, follow these simple guidelines.


You can't delete database entries without deleting audio files.  
You can't delete audio files without deleting video files.  
Video files can be deleted any time.



**NOTE:** The only records that your settings in this section won't get rid of are those marked *Delete Disabled* in *active.Web*.

## Scheduled Transfers

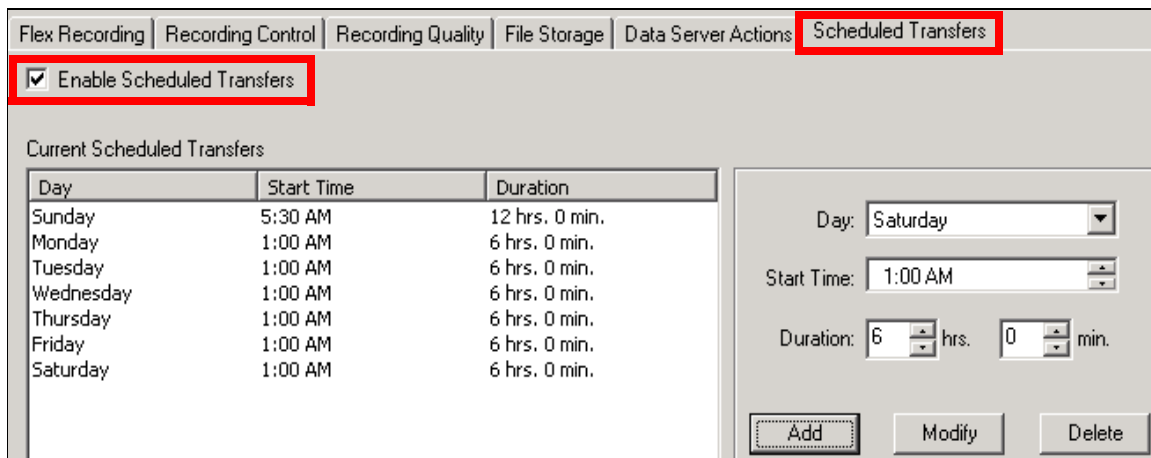
When enabled, this feature allows a system administrator to determine when recordings transfer from remote recording servers to the data server (on multi-box systems). Recording *data* (the information about the recording, such as date/time of call, channel number, user, etc.) will be placed in the database immediately even though the *actual recording* (.wav file) is scheduled to transfer later. This allows users to search and locate data about a recording as soon as the recording is complete even though the audio portion of the recording is unavailable for playback until after the scheduled transfer time.



**QUESTION:** Why should I use scheduled transfers?

**ANSWER:** This option should only be used if the transfer of recordings causes network congestion.

Scheduled Transfers default to OFF until you place a checkmark in the Enable Scheduled Transfers box. Once enabled, current Scheduled Transfers (if any) are shown on the left.



Day	Start Time	Duration
Sunday	5:30 AM	12 hrs. 0 min.
Monday	1:00 AM	6 hrs. 0 min.
Tuesday	1:00 AM	6 hrs. 0 min.
Wednesday	1:00 AM	6 hrs. 0 min.
Thursday	1:00 AM	6 hrs. 0 min.
Friday	1:00 AM	6 hrs. 0 min.
Saturday	1:00 AM	6 hrs. 0 min.

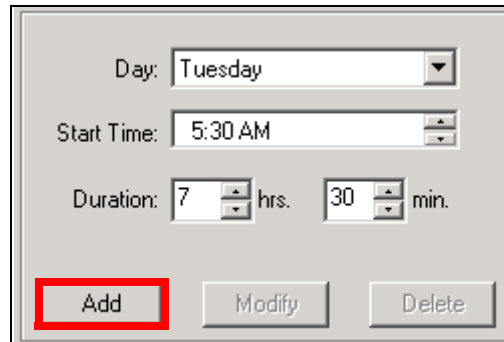
Day: Saturday  
Start Time: 1:00 AM  
Duration: 6 hrs. 0 min.

Add Modify Delete

**Figure 88: Schedule Transfers**

*Scheduled transfers are configurable for audio only and not supported with screen capture.*

Create a schedule to allow transfer when network congestion is at a minimum. To schedule a new transfer, use the drop-down boxes on the right to select the day, start time and duration. Click *Add*. The scheduled transfer now displays on the left.



**Figure 89: Configure Scheduled Transfer**

If schedules transfers do not keep up with the number of additional recordings created, simply add additional transfer periods or extend existing ones.

To modify or delete an existing transfer, select it from the list on the left. When the settings appear in the section on the right, make the necessary adjustments and click *Modify* or *Delete*, whichever is appropriate.



**NOTE:** A recording scheduled for transfer later can be heard any time in the **Search Results** section of *active.Web* by clicking the Scheduled Transfer icon.



This retrieves the recording for immediate playback, bypassing the scheduled transfer for that recording.

When finished making changes to the Scheduled Transfers page, you MUST click OK or Apply to apply these changes.

Flex Recording | Recording Control | Recording Quality | File Storage | Data Server Actions | Scheduled Transfers

☒ Enable Scheduled Transfers

Current Scheduled Transfers

Day	Start Time	Duration
Sunday	5:30 PM	8 hrs. 0 min.

Day: Sunday  
Start Time: 5:30 PM  
Duration: 8 hrs. 0 min.

Add Modify Delete

Refresh Reset to Default Values

OK Cancel Apply

**Figure 90: Apply Scheduled Transfer**

## Options

Select Admin->Options to configure the automatic log out feature, network alerts and/or the default data server. (Network alert options are not shown if alerts are disabled in the [Alert Configuration](#) section.)

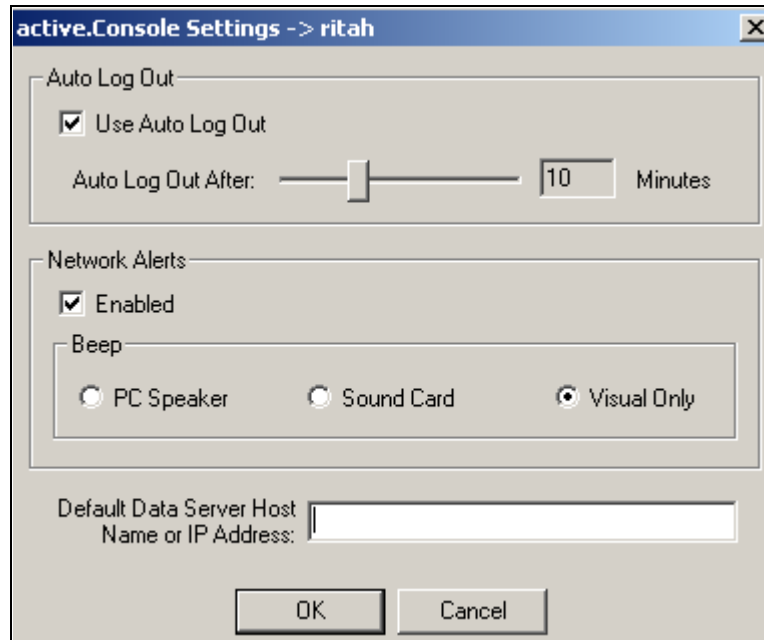


Figure 91: Options

## Automatic Log Out

You can set a period of time (1-30 minutes) of inactivity after which the user on this system is automatically logged off. **Inactivity** means the user is not interacting with *any* application on that desktop. For example, Mary is working on a spreadsheet in one program with *active.Console* running and minimized. If she works on her spreadsheet for 25 minutes, she will not be automatically logged off because she is performing a task (*any task*) on that system. But if she goes to lunch for 25 minutes and leaves her desktop unattended, she is automatically logged off because there is no activity *of any kind* taking place on her desktop in her absence.

To enable this feature, place a checkmark in the *Auto Log Out* box, and slide the bar left or right to set the number of inactive minutes (1-30) allowed.

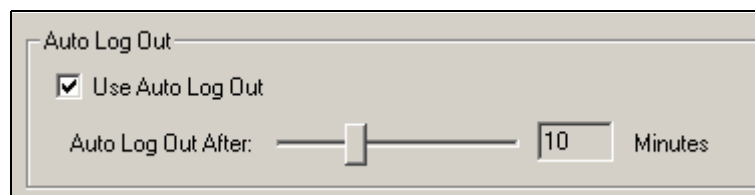
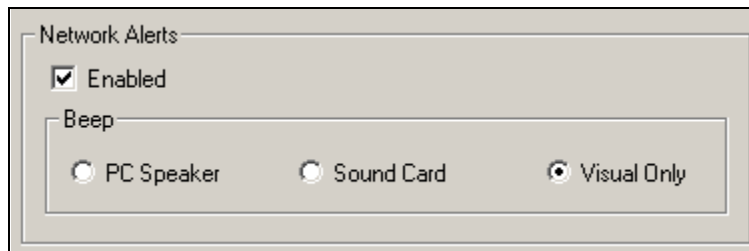


Figure 92: Auto Log Out

## Network Alerts

A user with appropriate privileges can specify how network alerts are sounded (or seen). Add a checkmark to the Enabled box in the Network Alerts section to enable alerts for the user logged in on this machine, and select either PC Speaker or sound card to enable audio alerts. Select Visual Only if this user will receive a visual alert only with no audio alert. To receive alerts, a person must also be assigned the privilege in the MANAGE->User Accounts section of *active.Web*.



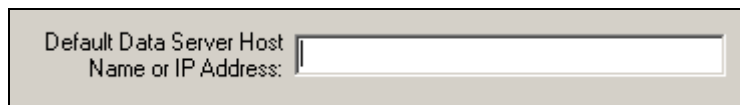
**Figure 93: Network Alerts**

(Network alert options are not shown if alerts are disabled in the [Alert Configuration](#) section.)

You may silence or view active alerts using the [Admin](#) menu (Admin->Silence Alert or Admin->View Alert) or by using the buttons on the [Alerts Toolbar](#).

## Data Server Host Name

The Default Data Server Host Name or IP Address indicates the name of your *DigiVoice* database server. In most cases (i.e., you are using a single box system), this field is automatically completed based on information provided during the installation process.



**Figure 94: Servers**

If you have questions about this setting, see your system administrator or contact Davacord Technical Support.

### ***Silence Alerts***

To silence an audible alert, select Admin->Silence Alert **OR** click the Silence Alert button on the [Alerts Toolbar](#) if it is displayed.

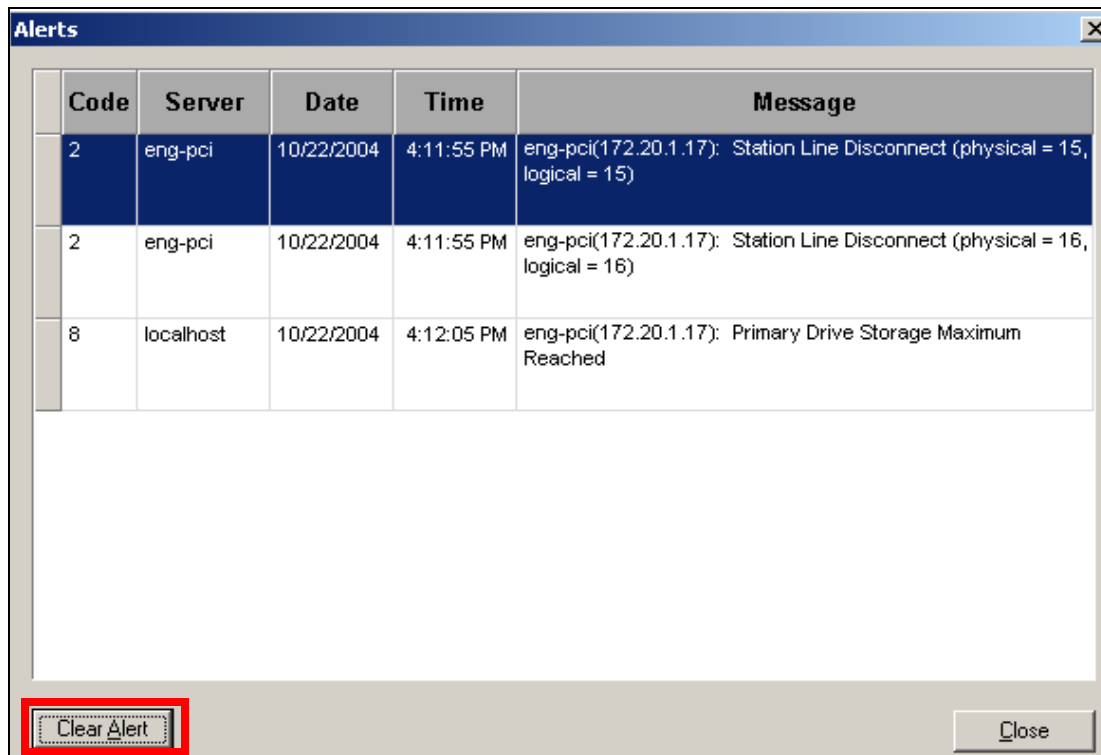
*Viewing the alerts toolbar, silencing an alert and viewing active alerts are dimmed and unavailable unless there is an active alert.*

### ***View Alerts***

To view an active alert, select Admin->View Alerts **OR** click the View Alerts button on the [Alerts Toolbar](#) if it is displayed.

To view the Alerts Toolbar, select View->Toolbars->Alerts from the [Menu Bar](#) during an active alert.

Each active alert is assigned a code that defines the type of alert, the server where the alert was generated, the date and time of the alert, and a message that contains additional information about the alert.



Code	Server	Date	Time	Message
2	eng-pci	10/22/2004	4:11:55 PM	eng-pci(172.20.1.17): Station Line Disconnect (physical = 15, logical = 15)
2	eng-pci	10/22/2004	4:11:55 PM	eng-pci(172.20.1.17): Station Line Disconnect (physical = 16, logical = 16)
8	localhost	10/22/2004	4:12:05 PM	eng-pci(172.20.1.17): Primary Drive Storage Maximum Reached

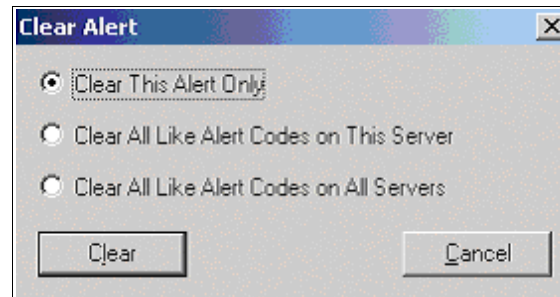
Clear Alert Close

**Figure 95: View Alerts**

*Viewing the alerts toolbar, silencing an alert and viewing active alerts are dimmed and unavailable unless there is an active alert.*



To clear an alert, select it from the list and click Clear Alert. Select whether to clear this alert only, all like alert codes on this server, or all like alert codes on all servers. Click Clear.



**Figure 96: Clear Alert**

To close the View Alerts window, click on Close or click the X in the upper right corner of the window.

### ***Alert Code Descriptions***

CODE	MEANING
2	A channel line has become disconnected from the system.
3	A yellow T1/E1 alarm has occurred.
4	A red T1/E1 alarm has occurred.
5	A network connection has failed.
6	A database interaction has failed.
7	A channel has failed to record.
8	The primary storage location has become full.
9	The archive storage location has become full.
10	One of your disks has gone bad or your path is improperly specified.
11	The network connection to the Computer Telephony Integration Host has failed.
12	All video servers are busy.
13	No video server has connected.

Authorized users may view an alerts log in ***active.Web***. The alerts log shows the type of alert received, the server where the alert was generated and the type of alert. To view the alerts log, launch ***active.Web*** and select Manage->Logs. From the drop-down box, select Server Alerts.

## Help

Click **Help** on the [Menu Bar](#) to access the User's Manual (Adobe Acrobat) OR select Start->Programs->Davacord from your desktop to view the User's Manual. When it opens, click the - or + sign on your toolbar to re-size the page.



## Primary Toolbar

The Primary Toolbar contains icons that can be used as shortcuts for many of the functions on the Menu Bar, such as logging in or out, accessing other **DigiVoice** applications, and changing your system configuration. *Depending on the privileges assigned by your system administrator, your toolbar may be different than the one shown.*



**Figure 97: Primary Toolbar**

To hide the toolbar but leave **active.Console** running, select View->Toolbars->Primary. Repeat the process to restore the toolbar.

You can move the toolbar by holding your cursor on the left edge of the toolbar and “dragging” it to a different area on your monitor.



**Figure 98: Move Primary Toolbar**







To close a toolbar that has been moved, click the X in the upper right corner of the toolbar **OR** select View->Toolbars->Primary and uncheck the Primary toolbar.



**Figure 99: Close Primary Toolbar**

Select View->Toolbars->Primary to view a toolbar in its last location.

### Icon Key

	First padlock icon: click to log in.
	Second padlock icon: click to log out.
	Third icon: click <b>.W</b> to launch <a href="#">active.Web</a> (if available).
	Fourth icon: click <b>.M</b> to launch <a href="#">active.Monitor</a> (if available).
	Fifth icon: click to launch <a href="#">System Configuration</a> (if available; typically limited to system administrators).
	Last icon: click to display the <a href="#">Sort</a> options.



**HINT:** Learn more about *active.Monitor* by launching the application, selecting Help, then choosing the User's Manual **OR** select Start->Programs->Davacord from your desktop and open the *active.Monitor* User's Manual.

## Display Toolbar

The Display Toolbar performs the same tasks as using [View->Sort](#) on the Menu Bar, enabling you to change the way users/channels appear on the [Console Panel](#). Depending on the privileges assigned by your system administrator, your Display area may be different than the one shown.



Figure 100: Display Toolbar

Changing it in either place automatically changes it in the other so both reflect the same option.



Figure 101: Display/Sort Options

Select View->Toolbars->Display to hide the Display toolbar but leave *active.Console* running. Repeat the process to restore the toolbar.

You can move the toolbar by holding your cursor on the left edge of the toolbar and “dragging” it to a different area on your monitor.



Figure 102: Moving the Toolbar

To close a toolbar that has been moved, click the X in the upper right corner of the toolbar **OR** select View->Toolbars->Display and uncheck the Display toolbar. To view the toolbar in its last location, select View->Toolbars->Display

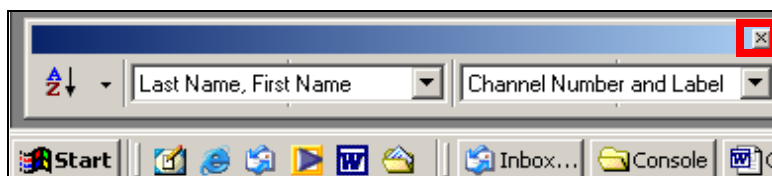


Figure 103: Close Display Toolbar

## Console Panel

The Console Panel shows the status of users/channels you have permission to view with an icon representing each one. The icon color and text denote the current status of each user/channel. A tab in the upper left corner of the panel indicates what users/channels are shown on the panel. What you see depends on the [View](#) currently set to display.

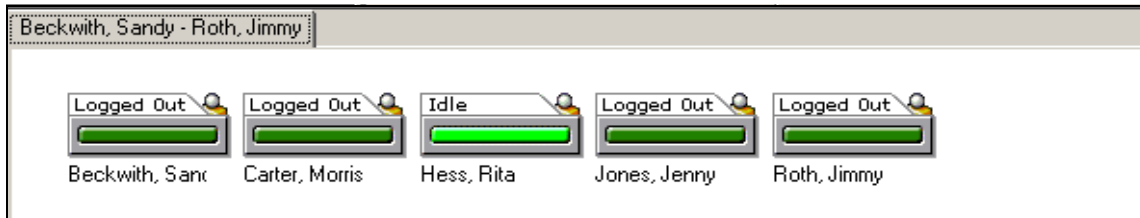


Figure 104: Console Panel

A [View Users](#) tab might show *Beckwith, Sandy - Roth, Jimmy* (indicating the first user shown is Sandy Beckwith and the last user shown is Jimmy Roth).

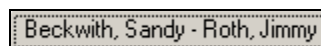


Figure 105: User View Panel Tabs

In [View Channels](#), a tab might show *x0251 - x0257* (meaning the channel labeled x0251 is the first channel shown on the panel, and the channel labeled x0257 is the last channel shown on the panel.)

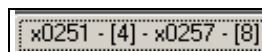


Figure 106: Channel View Panel Tabs

In a combined view (custom), the panel might show *PJ Kinney - [32]*, indicating the first user alphabetically is PJ Kinney and the last channel shown is channel 32 (unassigned).

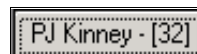
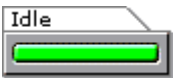



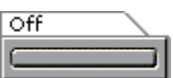





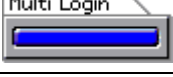






Figure 107: Combined View Panel Tabs

Channels not assigned and not labeled appear numerically on the console panel.

A panel is capable of displaying up to 64 channels and/or users. After that, a second tab appears representing the next panel of channels and/or users. Click on a subsequent tab to access that panel of channels and/or users. When viewing a Console Panel (any [View](#)), the icon color denotes the current status of each user and/or channel and corresponds to a status message displayed above the icon. The next two pages define the icon meanings.

## Icon Key

COLOR	ICON	MEANING
Light Green		<b>Idle</b> ; ready to record
Dark Green		<b>Logged out</b>
Red		<b>Recording*</b>
Red with Bar		<b>Record Limit</b> (not enough licenses for another concurrent recording); contact a Davacord sales representative <b>OR</b> license expired**
Light Grey		<b>Off</b> ; no recording will take place
Yellow		<b>Connected</b> to recording server but no recording status received
Yellow with Bar		<b>Disconnect</b> ; no connection to recording server
Black		<b>No Line</b> ; no phone line detected; no connection to PBX; check wiring (digital extensions only); refer to Troubleshooting Guide on Installation CD
Purple		<b>Bad Version</b> ; upgrades to <i>DigiVoice</i> have been applied. Contact Davacord, Inc.
Olive Drab		<b>No License</b> ; exceeded total licensed users. If additional licenses are needed, contact Davacord, Inc.
Blue		<b>Multi Login</b> ; user is logged in on and associated with more than one channel
Orange		<b>Record Fail</b> ; recording should have started but failed; contact your System Administrator

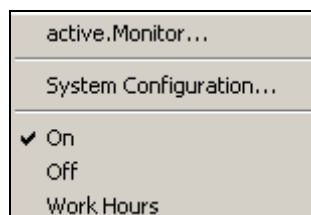
<b>Light green</b> (with dimmed monitor)		<b>Licensed/configured for screen capture</b> but not currently capturing
<b>Red</b> (with monitor)		Recording and screen capturing.
<b>Light green</b> (with monitor)		Idle and screen capturing (wrap up)

\*On VoIP systems, the icon turns red when a connection is made. On other systems, the icon turns red as soon as a user picks up the extension.

*\*\*On systems equipped with an expiring license feature:* authorized users can continue to search for and play existing recordings after a license expires, but NO new recordings are created.

On the [Console Panel](#), double-click **OR** right-click on an icon to launch [System Configuration](#), which opens by default to the settings for that channel/user.

When holding your cursor over a user or channel, other right-click options are: launch [active.Monitor](#) (if available, to live monitor that user/channel), [System Configuration](#) (if available, with that user/channel as the default), or turn the channel on/off or set it to use work hours.



**Figure 108: Right-click Options**



## Status Bar

Beneath the channel information panel is a status bar showing (left to right):

- amount of storage space remaining on the primary server
- approximate hours of recording time remaining (based on standard compression levels)
- amount of storage space remaining on the archive drive if one exists (if your system administrator designated you as someone who should receive server alerts indicating server storage capacity has nearly been reached, you will see that indicated here)



Figure 109: Status Bar

What appears on the Status Bar **depends on your privileges**. *Yours may be different than the one shown*. Also, if there is an active alert, the hours remaining field is replaced with information about the alert.

## Alerts Toolbar

Directly beneath the Status bar is the Alerts Toolbar showing any ongoing alert(s).

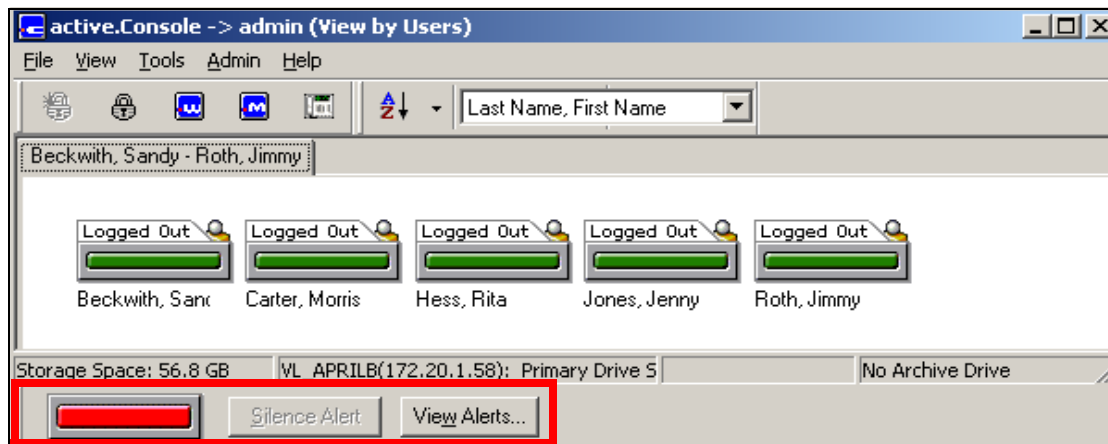
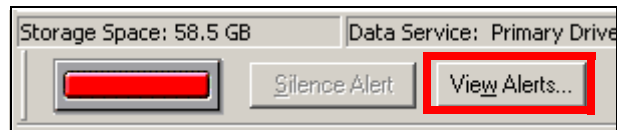


Figure 110: Alerts Toolbar

If your system administrator designated you to receive network alerts and an alert is triggered (**and** Alerts are enabled on this machine), you will hear an audible alert and/or see a *red/white flashing* alert when you log in to **active.Console**. The alert toolbar is located in the bottom left corner of the console panel. To show/hide the toolbar *during an alert*, select [View->Toolbars->Alerts](#).

### ***View Alert***

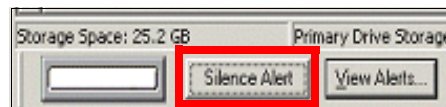
To view the details of an active alert, click on the View Alerts button on the alerts toolbar or select [Admin->View Alerts](#).



**Figure 111: View Alert**

### ***Silence Alert***

To silence an audible alert with the alert toolbar displayed, click the Silence Alert button on the Alerts Toolbar or select [Admin->Silence Alert](#).



**Figure 112: Silence Alert**

**NOTE:** To change the way alerts are sounded, refer to the [Network Alerts](#) section.

For more information on types of alerts, refer to [Alert Code Descriptions on page 65](#).

*Viewing the alerts toolbar, silencing an alert and viewing active alerts are dimmed and unavailable unless there is an active alert.*

## Compression Details for Telephony Voice Audio Recording

*DigiVoiceXE* provides five compression level settings on the [Recording Quality](#) tab in System Administration. Details for each settings are as follows:

### None:

- PCM 8.000 kHz, 16 Bit, Mono
- 8000, 16 bit samples per second PCM wav files (16 bit 8 KHz PCM)
- Best quality possible for telephony voice audio
- This is the format provided by the telephony cards
- 128000 bits per second = 125 Kbps
- The PCM 8.000 kHz, 16 Bit, Mono audio stream is fed to the Microsoft Audio Compression Manager that performs the compression directly into the format of one of our three other compression levels

### Low:

- IMA ADPCM 8.000 kHz, 4 Bit, Mono
- 32440 average bits per second = 31.7 Kbps
- Approximately 4:1

### Standard:

- GSM 6.10 8.000 kHz, Mono
- 13000 average bits per second = 12.7 Kbps
- Approximately 10:1

### High:

- DSP Group TrueSpeech(TM) 8.000 kHz, 1 Bit, Mono
- 8536 average bits per second = 8.3 Kbps
- Approximately 15:1